Case Study

Software Development

Healthcare

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discovery + nimbleness + journey =
your vision lifted up

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CASE STUDY

SOFTWARE DEVELOPMENT

HEALTHCARE

Every day, our client's group of companies helps physicians save time in their medical practices while improving quality of care and business outcomes.

ABOUT THE CLIENT

Founded by a practicing physician and one of his patients, a successful software entrepreneur, the company tried a dramatically different approach when developing its electronic health records (EHR) systems. The result?

Specialty-specific EHR technology that thinks like a physician.

Their solutions hold a distinctive position in healthcare IT, blending smoothly into their customers' practice.
Our client helps doctors get work done faster because every minute matters both in their medical practice and their patients' lives.

Their EHR platforms reach multiple medical verticals such as Dermatology, Gastroenterology, Ophthalmology, Orthopedics, and Plastic Surgery.

CHALLENGE

Our client set out to revolutionize EHR by introducing an easy-to-use, intuitive, iPad-based system that would allow doctors to perform consultations more efficiently and integrate a visual guide that would replace older charts.

Breakdown of the Challenge

Healthcare is outdated, and a significant number of systems are considered legacy or obsolete. In a highly digitized economy, the healthcare sector needs practical mobile software to provide relevant support for patient care.

Healthcare practitioners have limited experience with health software and platforms, and as such, any solution needs to be highly intuitive and require little to no training.

Accelerated deployment of features becomes a must in the middle of a pandemic such as the one caused by the COVID-19 virus.

Zero redundancy is at the core of the healthcare sector, and a reliable solution must provide integration and seamless workflow of data between Practice Management, Inventory Management, Insurance Providers as well as Payment Companies within the same platform.

Needs are similar but can vary across geographies and enterprise organizations, and the right solution needs to allow for additional features to be developed on demand to match customers' specific needs.

Limited access to a visual representation of data from different sources has been an issue, and that data is often only available through time-consuming reporting options. With critical patient health potentially at stake, an ultra-fast, reliable, highly versatile, and mobile solution is essential.

SOLUTION

With patients' health and lives at stake, LiftUp Solutions Group has a daunting yet highly rewarding responsibility: to gather the technological strategy, expertise, teams, processes, and tools to assist our client in transitioning into the digital era.

1 **Integration**

Integrating our client's software and mobile solutions with existing systems was key to their go-to-market strategy. Our team successfully integrated their EHR solutions through APIs with payment providers, multiple platforms for health data exchange (using Redux), and the MERT platform (transforming XML/JSON into HL7 Coding and ICD-10 Codes).

2 **Implementation**

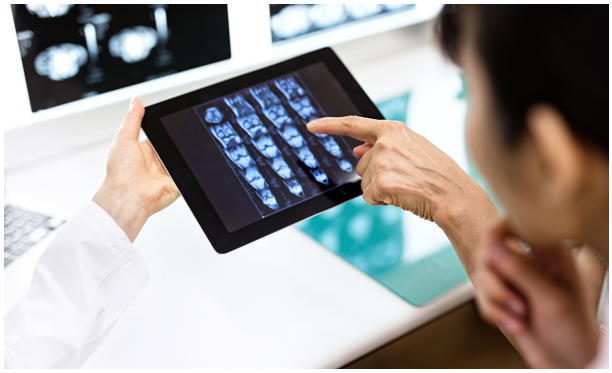
Applied features included payment dashboard and key metrics, multiple payment processing methods (card chip, swipe, Google Pay, and Apple Pay), and on-time payment scheduling with the ability to store encrypted card information on file for automatic billing.

METHODOLOGY

In conjunction with the client's Marketing and Client Relations Subject Matter Experts (SMEs), our Business Analysts think out and translate features into technical requirements. Once technical requirements have reached enough clarity, architects develop possible infrastructures (story points) that are then quantified in technical feasibility, timeline, resources, and linked cost structures.

Once validated with the client's SMEs, the architects hand off development to project managers and the software development team to code said requirements. We use an agile approach to the software development life cycle (SDLC) combined with Scrum through daily standups, task management software (i.e., Jira), and productivity dashboards to track critical key performance indicators (KPIs).

Considering the importance of accuracy in the healthcare sector, we have embedded supplementary emphasis on methods to avoid re-work, strong quality assurance, and constructive feedback, which are also meant to provide high levels of engagement for all of our team members.



RESULTS

Our team proactively implemented two subsequence automation solutions: transitioning from Ivy to Maven (bringing 70% more stability, 57% faster build time, and better dependency management) and then to Gradle (bringing 300% speed increase to local builds and 2,000% for CI builds).

The client was in need of an enterprise management self-service data visualization and business intelligence solution, and LiftUp Solutions assisted with the configuration and deployment of Qlik Sense.

The implementation was far from standard and was finalized with success, including instant data loading from multiple sources across 15+ geographies for 2,000+ organizations, blazing fast search and filtering options with datasets exceeding 4 Gigabytes of data within 2 seconds or less, and dynamically limited data visualization by user role and access rights regardless of dataset volume which very often exceeds 4 Gigabytes. The data can be accessed via the web or mobile applications with hundreds of visual combinations in support of different needs.

Finally, the data is shared with end customers securely, helping stakeholders make better and more informed decisions for large patient populations numbering in the millions.

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