Health Care Management

Use Case
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Use Case Introduction

This Use Case has been developed for XYZ healthcare service for a scalable, secure, connected and interoperable platform solution to efficiently manage their revenue-cycle operations and to manage their healthcare service and related information of related entities. XYZ healthcare wants to use the results to identify deficiencies in clinical documentation and automatically recommend measures to eliminate them.

Explanation Of Use Case Contents

Name Of The Use Case: Salesforce health cloud implementation for XYZ healthcare.

Description: The implementation gave the healthcare organization pipeline filled with the right patients at the right time and also gives them the feasibility of contracting and coordinating with patients.

Deliverables: High-quality data to act upon. Full patient profile and categorization 360° view of each patient’s communication, w cases and omnichannel. Actionable overviews of patient enquiries (cases), prioritised by medical urgency. Empowering both First-time and Right-person Enquiry
Management. Greater operational efficiency for the patient support centre and in-clinic staff.

Use Case Implementation

Fundamental breakdown in healthcare is coordination collaboration and communication. We connect patients and providers dealing with variety of technologies and having to look at various places for different pieces of information around a member experiencing we bring out together this community of caregivers so there is complete fluidity of information sharing the integration of HER information claim information credit information environmental information is all relevant to better patient outcomes it equips our associates with a 360-degree view of what's going on with that member. We make sure the patient is informed and engaged and provide an agile platform for regulatory compliances. Today’s patients expect a faster, more personalized healthcare experience than ever before. With the consolidation of healthcare systems, new reimbursement models, and narrowing operating margins, we ensure not only the health of the patient but also the health of the business.

1. 360° VIEW OF PATIENT COMMUNICATION

- Service Cloud provides a 360° view of each patient’s contact with everyone in the clinic, over the history of that patient.
- Surveys, linked to Person Accounts, a.o. providing insights for individual service optimisation.
 Omni-channel: Patients connect through any channel they choose: real-time Facebook or web chat conversations via LiveAgent & LiveMessage, or 1- and 2-way SMS text – all recorded. Besides Email-to-case and phone call logs.
In 1 screen: Patients, appointments, cases and solutions.

2. ACTIONABLE CASE OVERVIEWS

 Measurable, Actionable Overviews: all customer questions; sorted cases by the clinic, by SLA, and how far they are in being resolved. All in 1 view.
Insight into Actual Cases Management: easy to see exactly who is to handle and close which case.
Easy to Manage Cases and Tasks: (re-)assign them, and so manage response time and everyone’s workload.

3. FIRST TIME + RIGHT PERSON ENQUIRY MANAGEMENT

Best of both worlds. The client requested, we delivered a clever solution for low-cost Salesforce platform licenses, by extending Salesforce case- with task- functionality, and

 To improve First Time Resolution %: Service Cloud provides a central point of contact for patient enquiries.
Enable Right-Person Resolution: case forwarding and sophisticated task setting capabilities enable cases and tasks to be handled timely by the most suitable person in the clinic.

4. GREATER EFFICIENCY

For the patient support centre and clinic staff:
Prioritised & Reduced Case Handling Time. Service Cloud ensures patients are helped as fast, effective & efficient as possible.

CloudAnalysts designed and delivered new business processes and Service Cloud configuration, with
- Refined max response time by query type.
- Flags for cases nearing response time SLA.
- Formal complaints addressed earlier.

No More Work Duplication or Oversight caused by Outlook distribution lists. Service Cloud assigns cases to individuals and queues.

Triggered Emails to Patients confirm receipt of their inquiry, clinic’s expected response time and case resolution. Patients feel heard and won’t call 2-3 times for the same issue.

Payer Features

- Care request creation
- Utilisation management
- Member care management
- Member engagement

Health Care Data Model
Timeline
Patient Card

- Patient: Charles Green
- Household Members:
  - Charles Green
  - John Bosworth (PCP)
  - Cindy Lo (Insurance Cofee)
  - Shawn Green (Spouse)
  - Shawn Green (Main Care Giver)
  - Ben Green

- Related Accounts:
  - Uber Transportation
  - Add Account

- Related Contacts:
  - Add Contact

- Monica Joyner:
  - Birthdate: February 24, 1972 (56 years 7 months)
  - Gender: Female
  - Risk Level: Medium
  - Motivation: Son is getting married in January
  - Last Discharge: PCP Check Up
  - Value Based Program: OCA
  - Main Care Givers
  - Languages

- Task Management:
  - Goals:
    - Monitor blood glucose levels twice a day
    - Measure blood sugar
    - Add new task
  - Problems:
    - Diabetes self-care plan implemented
    - Lose weight
  - Status:
    - Closed: 1 of 2
    - Closed: 1 of 1
Lightning Dialer

Field Service Lightning
Lightning Scheduler

Service Console
Utilisation Console

Case
Sales Console
Care Program Data Model

Lightning Flow For Contact Center
Analytics Studio
Referral Dashboards

Health Community

Custom Portal
Log in
to your account

Email

Password

Log In

Create an account
Forgot password or trouble logging in?