



# PATIENT ENGAGEMENT SOLUTION

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## Cloud-Based Interactive Patient Engagement Solution For pCare

### OVERVIEW

pCare is a leader in interactive patient engagement solutions that improves patient outcomes and makes the work of healthcare teams safer and simpler. Our client builds and manages an end-to-end stress-free Patient Engagement Ecosystem. They go beyond the TV or the tablet in a patient's room; pCare has an entire system of software and technology along with support teams for their clients, their staff members, and their patients across the care continuum. Overall, our client provides a superior experience for patients, families, and providers.

### BUSINESS OBJECTIVE

Our client faced the challenge of optimizing rounding processes to improve patient care and satisfaction. They wanted to enhance their existing product, develop new features for the healthcare industry, and have a competitive edge. Our client was also searching for a technology partner to manage the Patient Rounding Module, Interactive Patient System, and the Analytics System.

## SOLUTION

- With the help of Agile methodology and DevOps, the Techspian team implemented new features and stabilized the existing functionalities with continuous development and releases.
- Techspian helped pCare to migrate the on-premises Data Centre Windows server to Cloud Hosted Windows Server on Azure to help with scalability.
- Our client merged with Vertsys System and Techspian also integrated various applications which interacted with each other.
- Techspian worked closely with pCare's IT, product, and customer success team to solve queries and glitches in their application.
- Data of various applications for different hospitals was initially analyzed with reports on excel sheets. To simplify this process, Techspian developed a reporting application on PowerBI.

## RESULTS

pCare has reported tremendous success, including a smooth implementation process, positive responses from Hospitals, Clinicians, Patients, and measurable ROI. The extensive reporting capabilities offered through PowerBI have allowed pCare leadership to analyze various applications' compliance at an organizational level. This has resulted in identifying and correcting compliance issues that have led to tangible performance improvements. With daily support and maintenance activities, the product is stabilized and keeps enhancing daily.



## VALUE DELIVERED

- Enhanced patient engagement and superior customer experience
- Reduce healthcare cost
- Simplified and intuitive user interface
- Route alerts in real-time
- Process efficiencies
- Personalized and purpose-driven outcomes
- Data-informed programming and communication
- Real-time data collection, analysis, and action
- Developed and deployed new features
- Migration of existing applications to Azure Windows Servers
- Interactive dashboards and reports via Power BI embedded
- Maintenance of consistency in data



Techspian provided us with highly adaptable and efficient solutions which are allowing us to accurately measure our ROI, patient experience, and analysis of user data. The team has been supporting us throughout the process and their solutions have proven to be a key in the efficiency of our overall platform

