

CASE STUDY

Hospital Facilities Contracting App

Streamlining the contracting process and creating a centralized, easily accessible, online location resulting in a reduced workload for contractors and approvers, and high process efficiency

The screenshot displays a web application interface for managing contracts. At the top, there are four tabs: 'General Information' (selected), 'Select Services Availability', 'Service List', and 'Version Data'. On the left side, there is a sidebar with a 'NEW CONTRACT' button and three menu items: 'Edit Contract', 'View Contract', and 'Table Maintenance'. At the bottom of the sidebar is a 'Log Out' button. The main content area contains several form sections: 'Contract Effective Date' (06/01/2019), 'Contract Cancel Date' (12/13/2023), 'Facility Type' (Facility), 'Region' (South), 'County' (Orange), and 'Parent Contract' (N/A (No Provider)). There is also a 'Timely Filling Days' section with input fields for Initial Submission (120), Initial Appeal (120), Final Appeal (120), COB (120), and Arbitration Days (120). A 'General Comments' section has a checked checkbox and a 'View General Comments' button. A 'Timely Filling Comments' section has an unchecked checkbox and a 'View Timely Filling Comments' button. A 'Contract Manager' dropdown shows 'McBride, Sherry Foxx'. A 'Model Contract Version' dropdown shows '6.5'. A 'Network Stratification' dropdown shows 'Choice'. On the right side, there are several 'YES NO' toggle switches for 'Stopless Provisions', 'Exceptions Included', 'Chargemaster Required', 'FCR Language', and 'Lesser of... Language'. A large blue 'SAVE' button is located at the bottom right of the form.



Challenge

Our client identified a need to build an online contract management application based on the existing Access modules.

The purpose of this application is to be a single-source processing aid for the facility claim processors and to replace the need to review and interpret complicated hospital contracts in a series of complex and only partially-automated steps.



Patient Engagement and Portals



Full stack: .NET, Oracle



2 Months

Solution

Step 1 - System Design

- Detailed analyses of the existing (Access) solution, and reverse engineering of that solution into the Feature Specification documenting all functionalities of the new app to be built
- Designing a new solution following best practices in all areas, from the UX/UI to the application security, and documenting solution details in a Technical Design document
- Creating a completely functional prototype that enabled the client's team to further analyze

Step 2 – Application Development

- Using the prototype as a starting point, Vicert developed an application that centralized every aspect of the contracting process into one easily accessible online location.
- The development followed predefined coding standards and enforced security constraints defined during the design phase.

Benefits

The application streamlines the contracting process, making human resource operations more efficient, thus reducing the organization's workload for contractors and approvers.

As such, the retrieval, storage and maintenance of all hospital contracts in various locations is less time-consuming and more efficient.

Our app also eliminated issues with multiple users in the Access application, thus increasing productivity for the client.