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Technology Assessment Drives Future Home Health Care Growth

Alternative Home Health Care (AHHC) is a large, multi-brand Home Healthcare company headquartered in Florida. The company's caregivers visit elderly and disabled individuals and help them in their homes with both everyday and medical tasks.

The AHHC Portal supports the entire workflow for the organization, caregivers, and clients, and has been live since Jan. 2018. The portal has been continuously enhanced and modified to support ongoing and changing business initiatives.

As the business has grown dramatically, the business processes and needs have likewise evolved over the years. AHHC was looking to modernize and implement changes to the system to align the portal with current technologies and business processes. OZ believed that a technical impact assessment prior to implementing complex system changes was essential to gain a full understanding of the planned application changes, and identifying, quantifying, and monitoring the impact on the existing AHHC system.

ALTERNATIVE
HOME HEALTH CARE
Florida's Premier Provider of Home Health Care

AT A GLANCE

Customer: Alternative Home Health Care

Website:
https://www.alternativehomehealth.com/

Customer Size: 1000+ Employees

Country: United States, FL

Industry: Healthcare

Products and Services: Microsoft Azure

OZ, Alternative Home Health Care, & Azure

Customer Challenges

The system is being used by nine (9) geographically disbursed sub-organizations, with thousands of active employees, caregivers, and clients across the brands. Tens of thousands of home healthcare visits occur each month, and all need to be accurately tracked for payroll, billing, and reporting. The system needs 100% uptime as visits may start or stop at any point during a 24-hour day.

Alternative Home Health Care (AHHC) was experiencing growth and sought technology upgrades that would support the business expansion goals. The system was widely adopted, and additional usage scenarios and suggestions for operational efficiency enhancements were identified. As the system usage increased, the amount of stored data and services usage grew dramatically as well.

Partner Solution

The technical assessment solution provided by OZ included database, APIs, front-end layers, and Azure infrastructure prior to pursuing additional large development initiatives. The intention was to take a keen eye to how the system supports current AHHC business operations, but also consider the scalability needs of future business and technology initiatives.

The team reviewed the existing underlying technology and architecture:
- Data storage and archiving approach
- Intra-application communication between the layers of the application
- Application front-ends: web / mobile
- APIs and data access layers
- Data security risks

Customer Benefits

A final report was created based on the outcomes of the technical assessment workstreams that included results and suggestions for improvement. In addition, detailed plans were created including time-boxed activities and further analytics and data synthesis strategies were outlined.

The technical assessments report identified opportunities to optimize performance, scalability, and/or maintainability while considering additional enhancements. The items outlined in the report were implemented, resulting in tremendous gains for the client.

AHHC reaped tremendous gains with the technical assessment. It determined the right path for implementing the new major initiatives in the system, which would increase overall efficiency of the business process by 30 to 40%.

Technologies change fast – with the technical assessment, OZ was able to propose new technologies that would be more efficient and richer in feature for future enhancements.

The security landscape changes quickly, and it was important for AHHC to assess and mitigate risks to their data. The technical assessment by OZ identified data security gaps that were then filled to protect against data loss.