



Case Study

Public Safety

A healthcare organization in North America was running a 24x7 command center to provide services to physicians and hospitals in order to help patients access critical care promptly.

During the COVID-19 pandemic, the organization needed to facilitate the care being received by patients across more than 100 hospitals and share COVID-19 status reports with different healthcare stakeholders.

Products Used

Custom .Net

The Problem

The healthcare organization's purpose was to direct patients to hospitals that had availability so they could distribute the patient load across their entire network – a critical role in mitigating hospital overflow. Their network of hospitals needed to coordinate their efforts quickly and concisely so they would have the right doctors and facilities available to help treat COVID-19 patients. They needed:

- A COVID-19 status field added to their Critical Healthcare Solution immediately
- A Pandemic section including COVID-19 related fields added to their Critical Healthcare Solution as soon as possible
- Better visibility into COVID-19 statuses across multiple hospitals through the COVID-19 related fields and pandemic section
- Fast turnaround time to improve agility during the pandemic
- Deployment that didn't break other parts of the Critical Healthcare Solution or cause other operational issues

The Solution

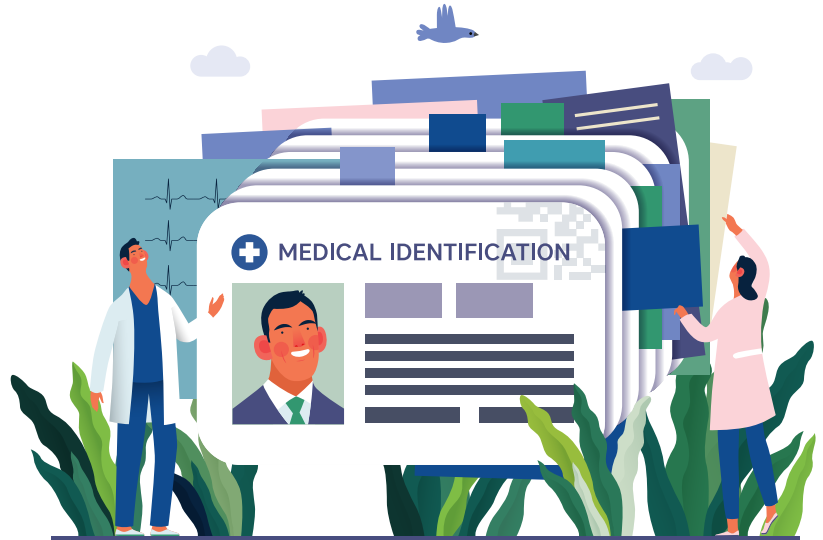
Our application development team at Datavail brought their experience in healthcare and developing custom solutions to the table. The client has been with us for more than a decade, so our team worked 24x7 to make the required changes happen as fast as possible.

We added, tested, and deployed the COVID-19 status field in less than a week and used a sprint team approach to release the further COVID-19 related features promptly. Our well-tuned agile implementation processes put the right automation and testing processes in place to ensure the updates worked correctly. The level of excellence in DevOps and communication, as well as thoroughly understanding the needs of the Healthcare Organization, resulted in an essential and life-saving improvement to the complex healthcare application.

The Results

The COVID-19 information that is now tracked through the Critical Healthcare Solution includes:

- COVID-19 status per patient, per unit, and per hospital
- Dedicated pandemic unit and ICU beds for COVID-19
- Patients affected and recovered
- Patient deaths
- The level of care received
- Detailed information about COVID-19 status based on nurse input



The COVID-19 data contained in the Critical Healthcare Solution can be pulled into real-time reports through automated processes. More than 100 hospitals and other healthcare stakeholders can now leverage this system for better visibility into COVID-19 statuses and available resources for the caseload.