impresiv health

Innovating Home and Community Health Care Through Customized Informatics Solutions

CUSTOMER SUCCESS STORY

THE CLIENT'S NEEDS

Our client, a New York City-based home and community health care service provider, identified an opportunity to improve patient and member experiences through better allocation of hours for home health aide and personal care. While an off-the-shelf industry tool was already in use, it failed to meet their specific requirements. In approaching Impresiv Health, the client sought to enhance patient satisfaction, outcomes, and quality of life while reducing grievances and appeals by leveraging a customized tool that offered more internal controls to manage updates as needed due to changes in processes and regulations.

CHALLENGES

The client needed to harmonize their fiscal objectives with their mission of compassionate care.

As we collaborated with the project team to refine business requirements and develop the tool, it became evident that the initial requirements didn't encompass the full range of functionalities needed, necessitating a shift in the project scope, schedule, resources and development methodology. As a trusted partner, we proposed recommendations that better aligned the project with organizational goals, providing the revised project with enhanced focus and agility. While this necessitated a pause mid-project, it ultimately resulted in a tailored deployment custom fit to their needs.

SERVICES

Our team delivered an all-encompassing service package that included not only system implementation but also extensive knowledge transfer. This comprehensive approach ensured our client can independently manage the system, adapt to changes, and efficiently onboard new users.

Custom Fuctionality & Implementation

Field Tested & Approved

Seamless Knwledge Transfer

"Impresiv's team not only delivered a top-notch system that has revolutionized our operations, but they also ensured our team was fully on board and capable of managing the system independently. Their comprehensive approach has led to a significant improvement in our operational efficiency and customer satisfaction. We couldn't be happier with the results."

-Home and Community Healthcare Service Provider in New York City

AT A GLANCE

Industry

- Home and community health
- Member-focused approach

Challenges

- Custom functionality requirements
- Required extensive knowledge transfer

Results

- Successful custom development & deployment
- Seamless knowledge transfer

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CUSTOMER SUCCESS STORY

SOLUTIONS

With the engagement of expert resources knowledgeable about New York Department of Health requirements, we executed a smooth implementation within the agreed time, scope, and budget, gaining DOH-NY approval. Prior to the system going live, MLTC and other business units piloted the tool in the field with the most experienced users, comparing results against the existing industry tool. The improved results met our client's objectives, and no errors were found in the tool's functionality.

Upon system approval, the remaining task was to transfer knowledge to the internal technical team and the trainer. This step ensured our client could manage system changes and end-user training independently. We provided comprehensive documentation, user manuals, and training sessions, empowering them to take ownership and manage the new system effectively. Their technical team is now adept at handling any potential system changes, and their trainers are equipped to onboard new users efficiently. As a result of this partnership, our client has a robust, efficient tool that not only meets their current needs but is also scalable and adaptable for future challenges and growth.

RESULTS

1 **Successful Development & Deployment**
The project was successful in implementing a robust and efficient system that met all current needs, and is scalable for future growth and challenges.

2 **Independent Management Capabilities**
Our comprehensive approach facilitated a seamless knowledge transfer, enabling our client's internal team to independently manage system changes and conduct end-user training.

3 **Custom Implementation with Proven Results**
The tool piloted in the field by our client's business units demonstrated improved results, meeting the client's objectives without any errors in functionality.

"The level of dedication and professionalism showcased by Impresiv's team was truly remarkable. They were keenly invested in understanding our unique needs and took the time to build a solution that was tailored just for us. The system they've installed has become a cornerstone of our operations, and we've seen nothing but positive outcomes since its implementation. It's been a genuine pleasure partnering with them on this project."
-Home and Community Healthcare Service Provider in New York City

ADDED VALUE

Transform Your Operations

Through our diligent and dedicated approach, we successfully transform operations for our clients, yielding significant improvements in efficiency and customer satisfaction. Our unique ability to tailor solutions to meet individual client needs sets us apart, making us a trusted partner in enhancing operational processes. The success of our recent projects is a testament to our commitment to deliver high-quality, impactful solutions that serve as a cornerstone for our clients' operations.

Consulting. Staffing. Technology.

THAT'S IMPRESIV.