CASE STUDY

Building VigeoDash

An AI powered SAAS based Business Intelligence Platform for Secondary Healthcare Practice

Gleecus TECHLABS | vigeo DASH

Overview

VigeoDash is a SAAS based business intelligence solution enabling end-to-end streamlined operations for home healthcare service providers across the North American market.

VigeoDash works with secondary care provider businesses to identify their unique challenges and establishes a framework to achieve their goals, including patient outcomes, fiscal performance, and operational excellence.

VigeoDash aims to Improve health outcomes through collaboration, data analytics, technological innovation, and operational excellence services and to transform the delivery of healthcare through technology integration.

Background

The customer is a leading **Homecare Healthcare Provider in the Texas, USA** region with decades of experience in the Post-Acute Care Continuum (PACC) space.

With over 80 years of combined leadership experience having worked in every aspect of the healthcare continuum, they identified that Secondary Care providers dealt with unique challenges in regards to Business Operations, Patient Data Intelligence, Insurance Eligibility and Physician Productivity Metrics.

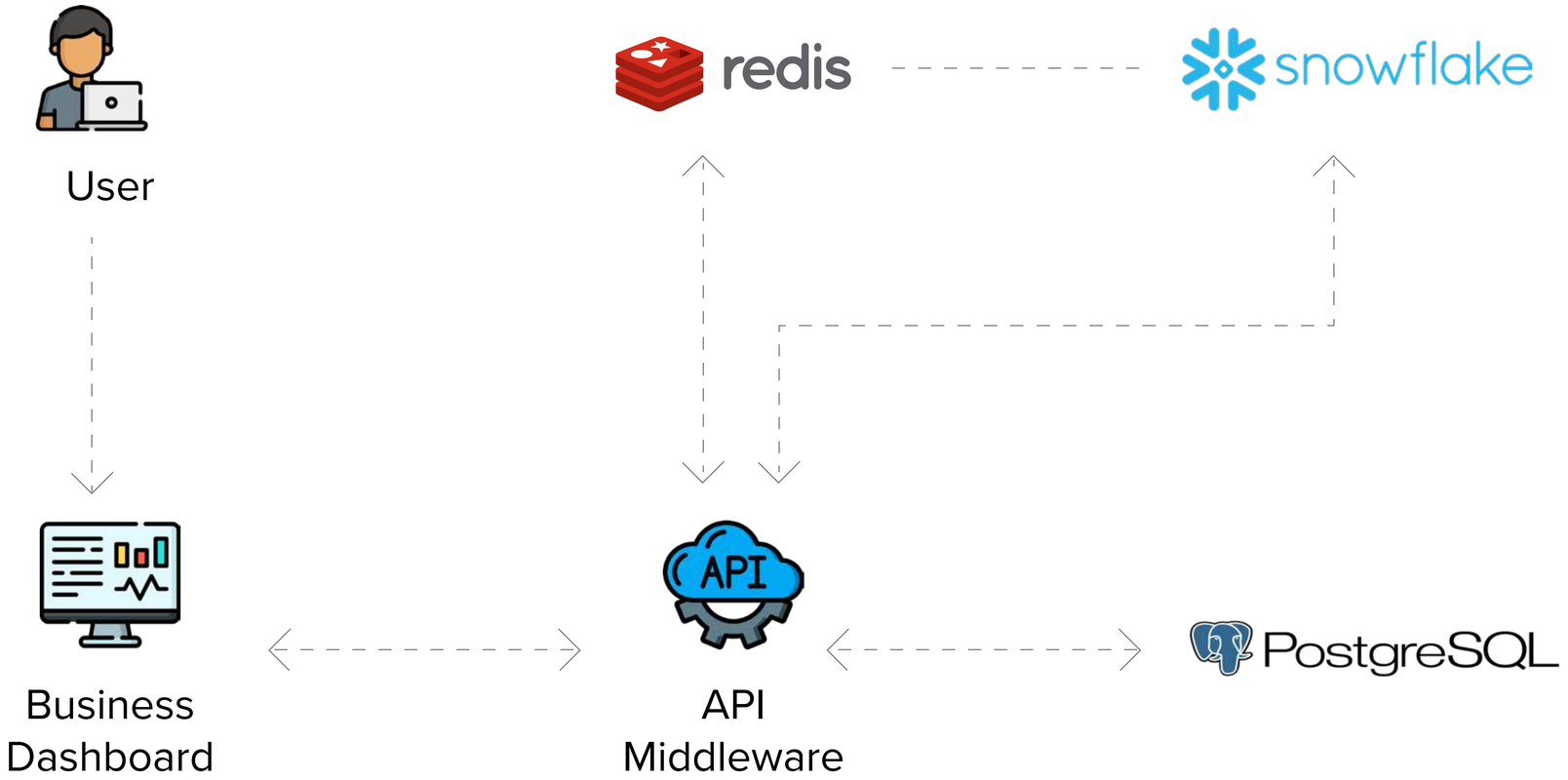
The customer used a Python-based low-code framework called Dash from Plotly for their internal Home Care Business - HNTS. However, when it came to customizing the interface and workflows to suit their business needs, Plotly was turning out to be a roadblock.

The Gleecus TechLabs started off with a 12 weeks POC to develop a few selected workflows of the business as a bespoke turn-key solution leveraging Python and React JS with a custom UI. Looking at the success of the POC, the customer realized that a product built in a multi-tenant SAAS architecture can serve other secondary care businesses in the space and is a pressing need of the hour for them. Thus, VigeoDash was conceptualized.

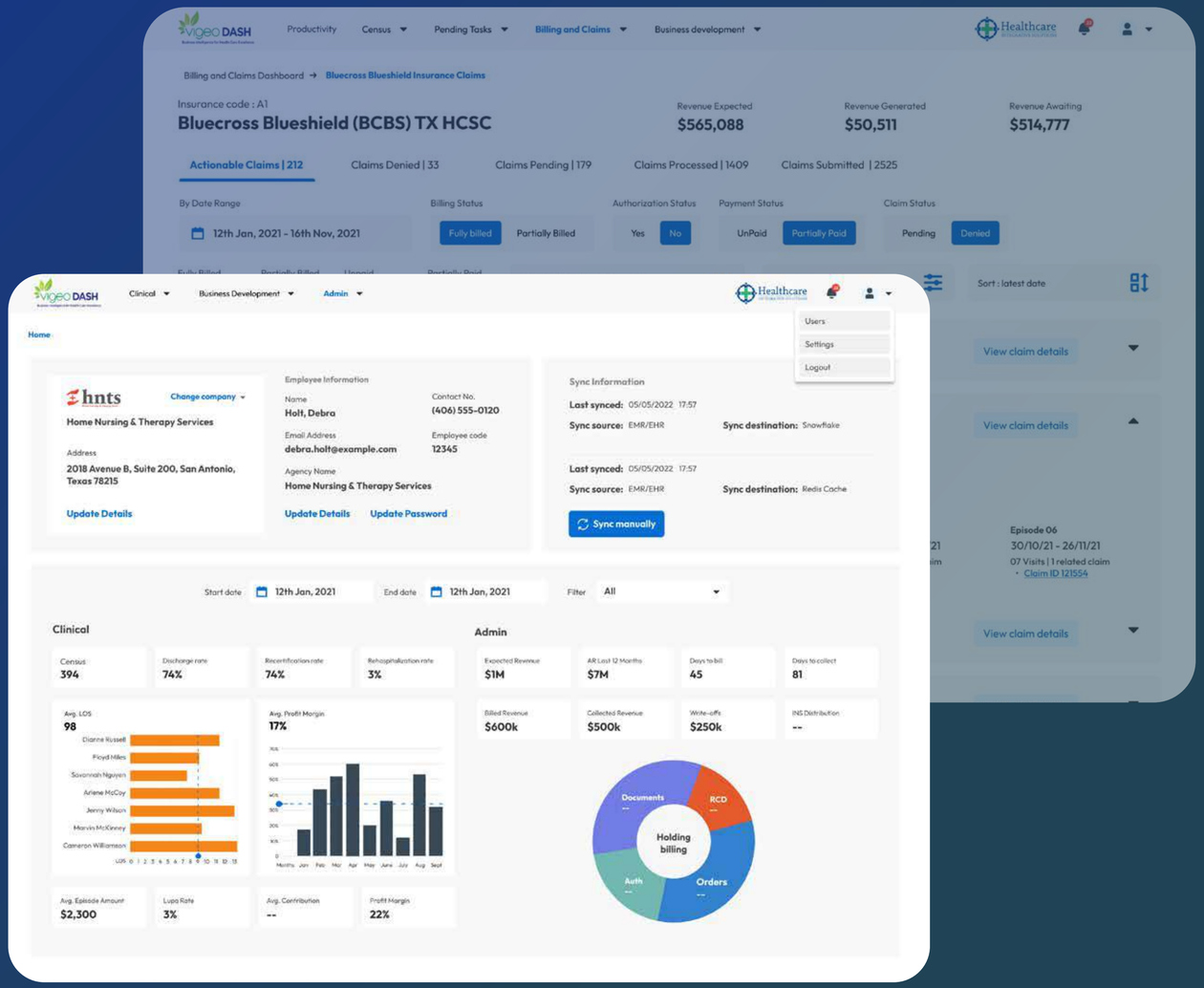
Solution

- Gleecus TechLabs put together a dedicated team of Cloud/Data Engineers, UI Engineers, QA and Program Managers under its flagship ODC model - **Managed Product Labs** for building and managing VigeoDash.
- Our Program Manager worked meticulously with the VigeoDash product ownership team to identify the important modules, user roles and their workflows and documented the whole process.
- Leveraging a Agile Sprint based methodology the team built the production ready version of VigeoDash covering 3 major aspects of the platform - Administration, Clinical Data Governance and Business Development leveraging AWS Cloud, Snowflake, Python, and React stacks.
- We implemented a complete CI/CD pipeline for managing deployments and customer tenant management.
- A BDD Automated Test Suite with Selenium and Cucumber is set up for automating test cases for continuous functional and regression testing.

High Level Architecture



Key Modules of VigeoDash

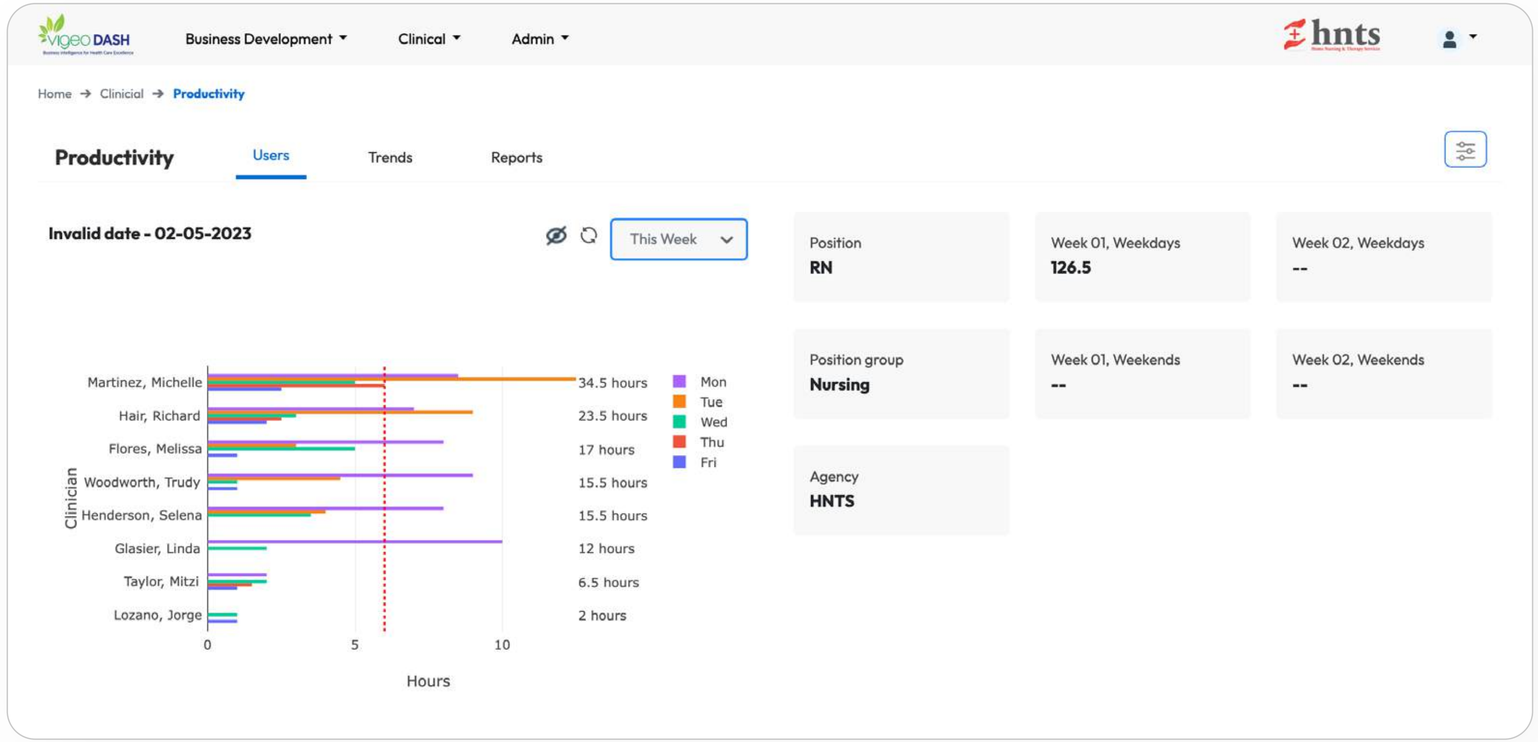


Productivity

Meet Growing Demand and avoid Clinician Burnout

Approximately, one in three clinicians experience burnout annually. Burnout negatively impacts clinician wellbeing and delivered-care quality.

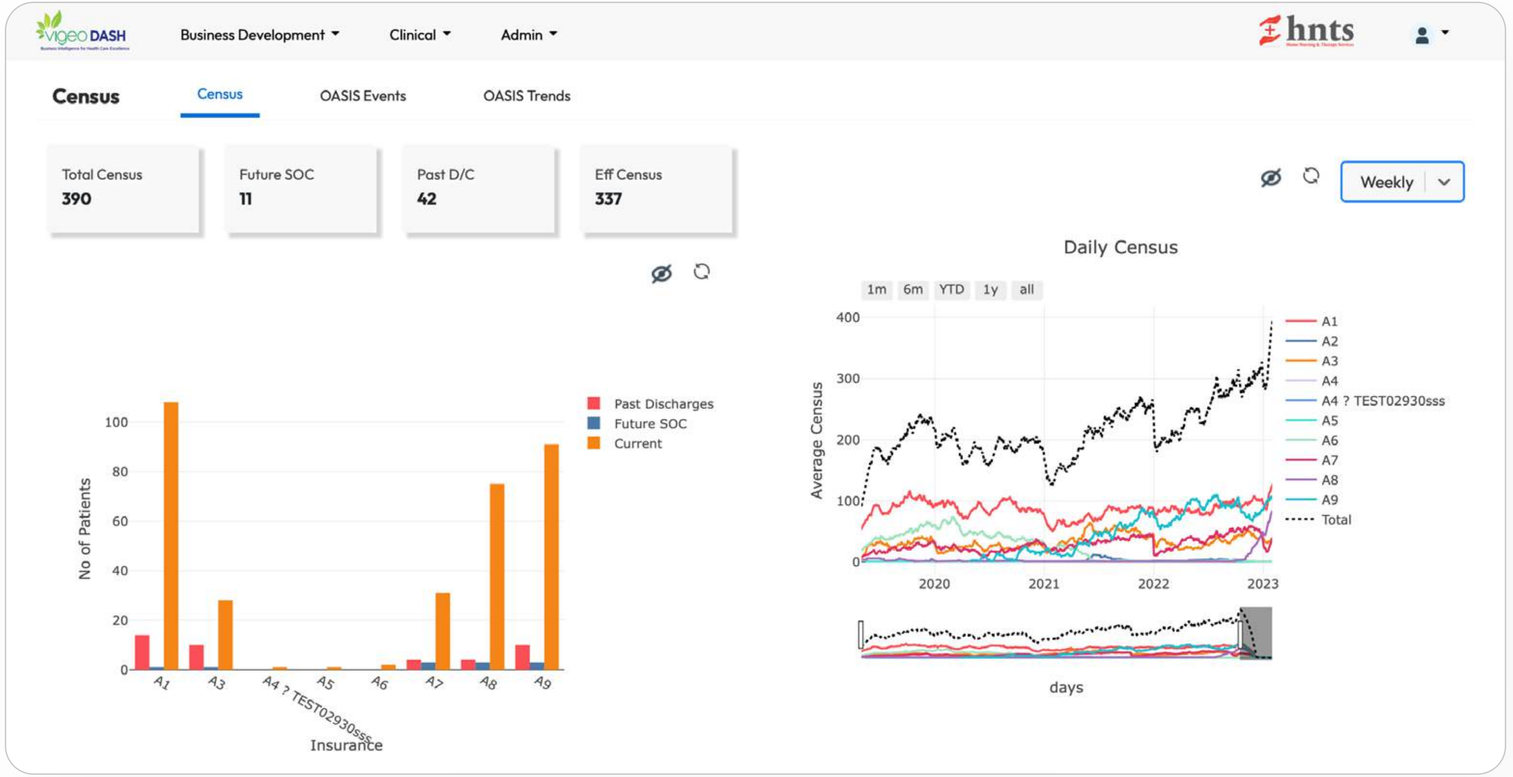
VigeoDash provides the data to mitigate clinician burnout and improve overall delivery of care.



Census

Keys to effective Labor Planning

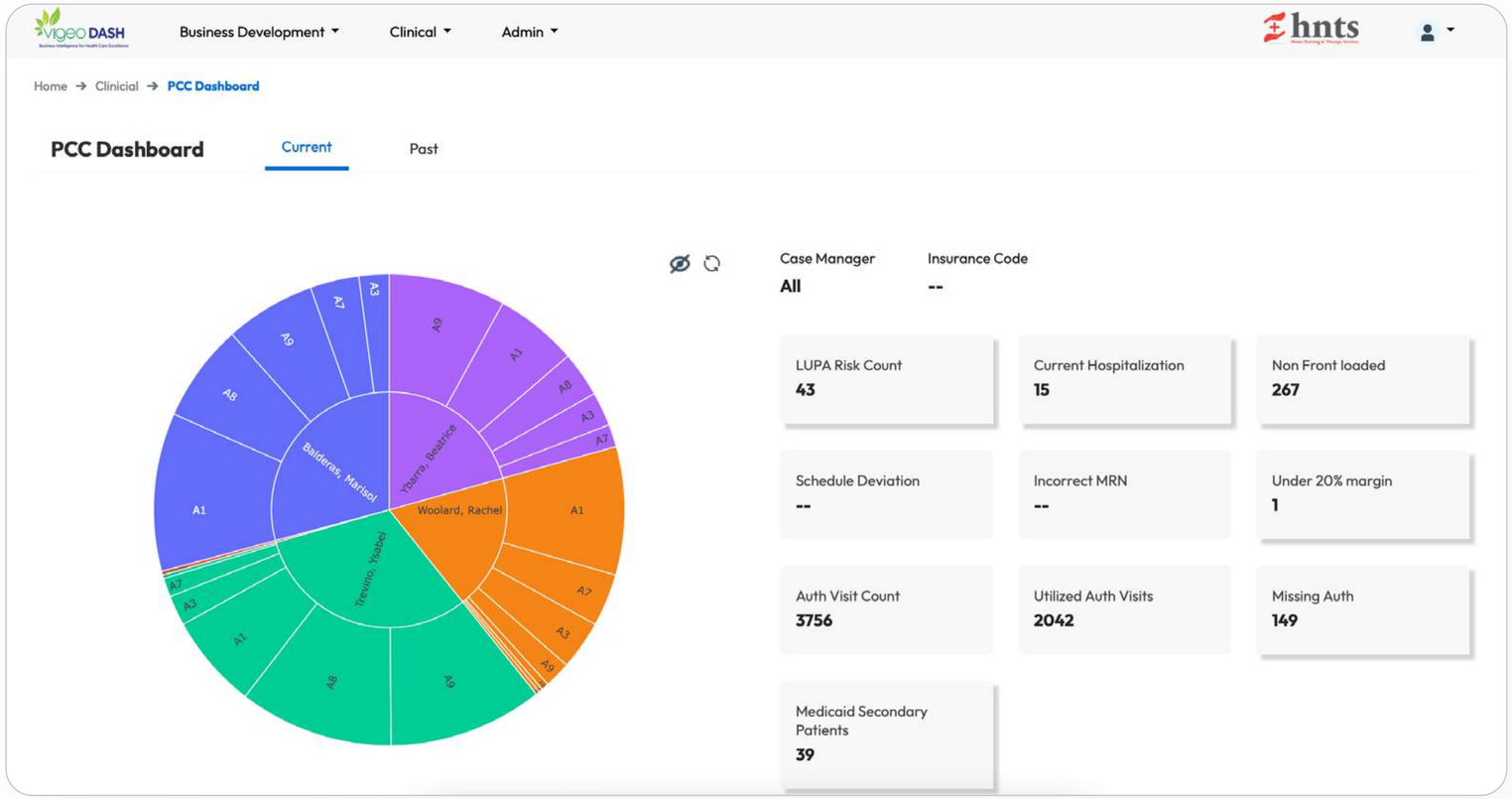
Key indicators are critical to home health success. Home health operations benefit from interpreting and applying census data. VigeoDash's responsive plan, including proper management and processes, mitigates operational failure.



PCC Dashboard

Comprehensive Management and Service Facilitation

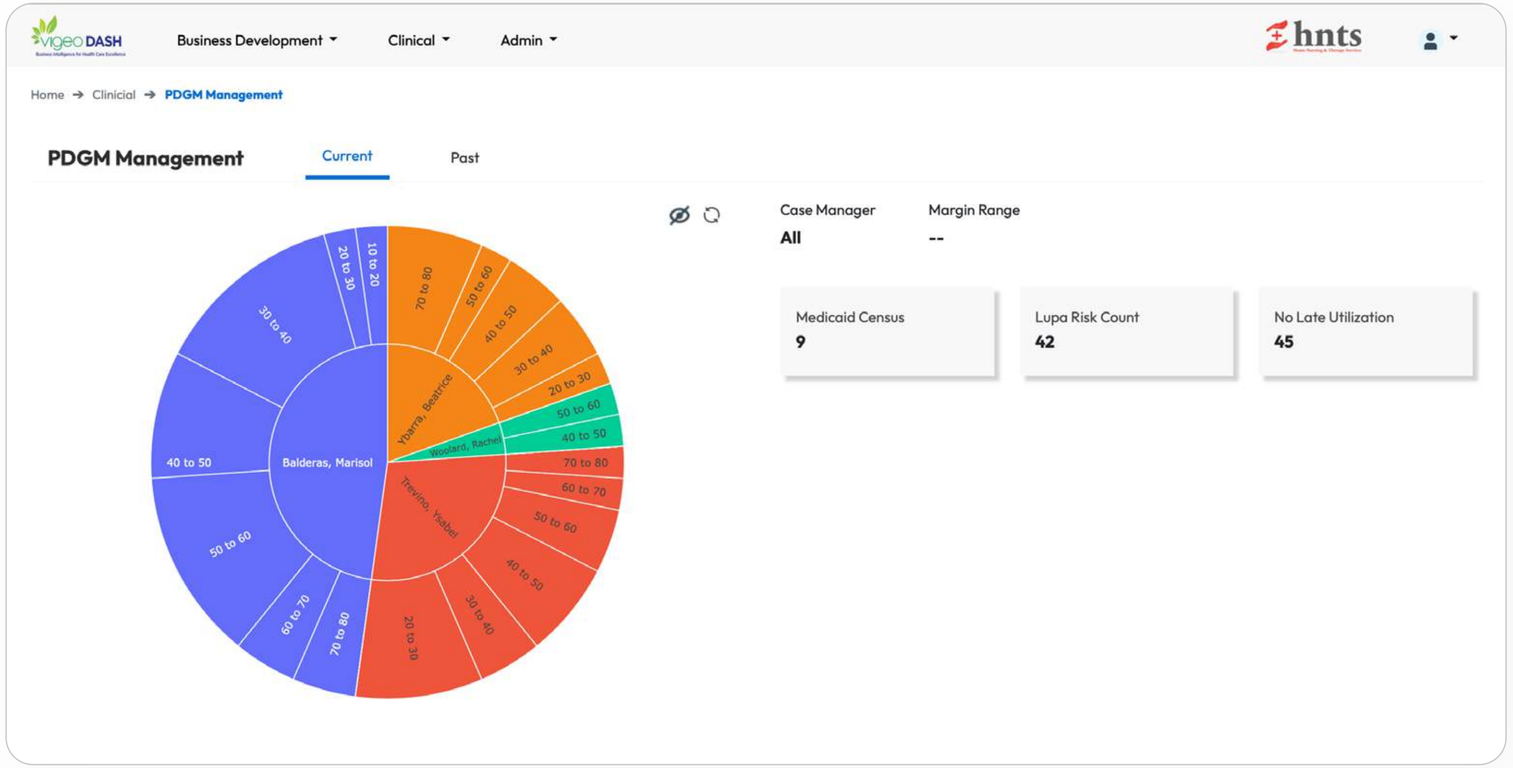
Clinical dashboards use patient data providing a snapshot view of patient status next steps. These real-time tools improve patient monitoring, prioritizing care and managing engagement materials. Creating a PCC dashboard aligns the healthcare case management team to manage patients better, take charge of patient census, and manage the measurable with clear data; all in the effort to achieve excellent patient outcomes.



PDGM Management/Eligibility

Comprehensive Management and Service Facilitation

Leveraging episode management strategies positively impacts patient discharge. Episode management provides patients extra support during the first days post-acute, allowing for discharge planning and tapered visits.

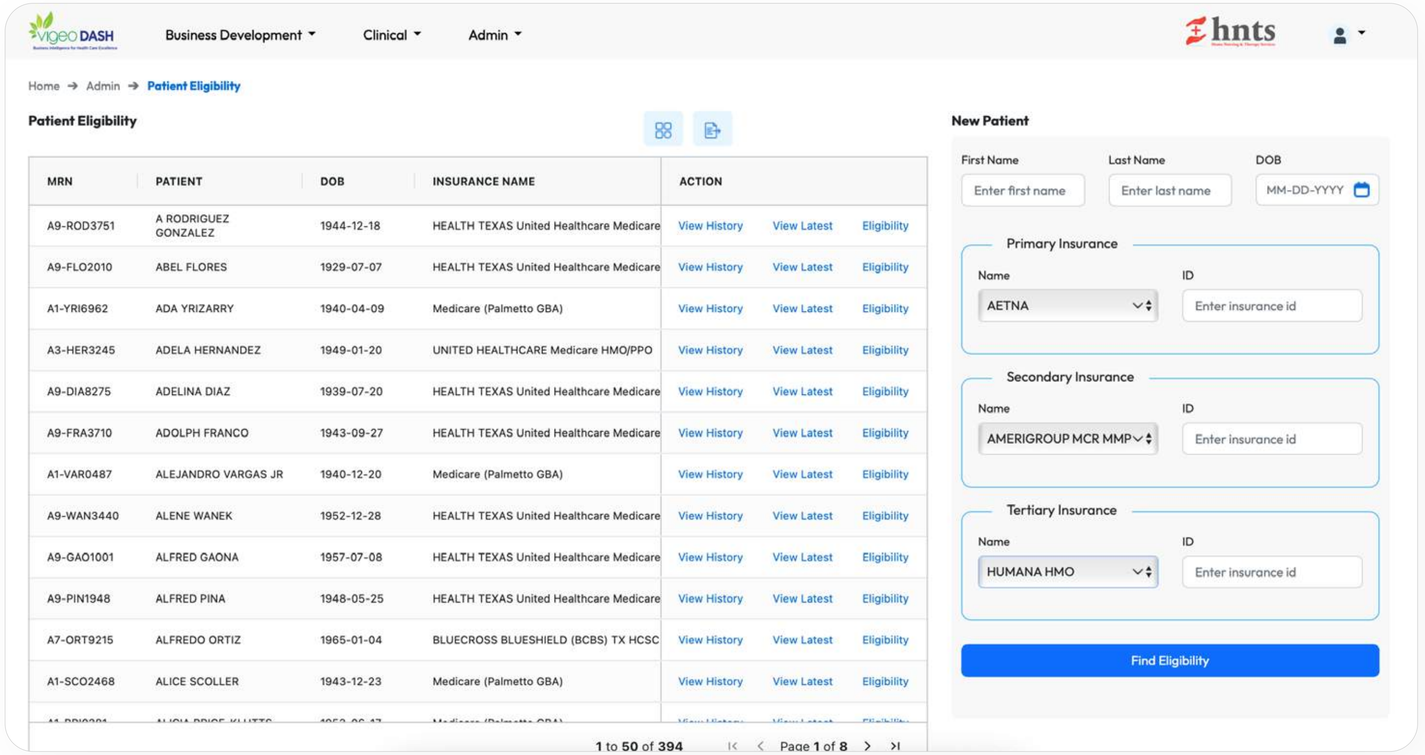


Fee for Service Management/Authorizations/Eligibility

Comprehensive Management for Fee for Service Dependents

Fee-for-service is a system of health insurance payments where a home care provider is paid a fee for each service rendered.

In home health, there are many insurance payers still employing Fee-for-service. VigeoDash integrates eligibility, authorization, and overall visit management to ensure that every visit performed will be reimbursed.



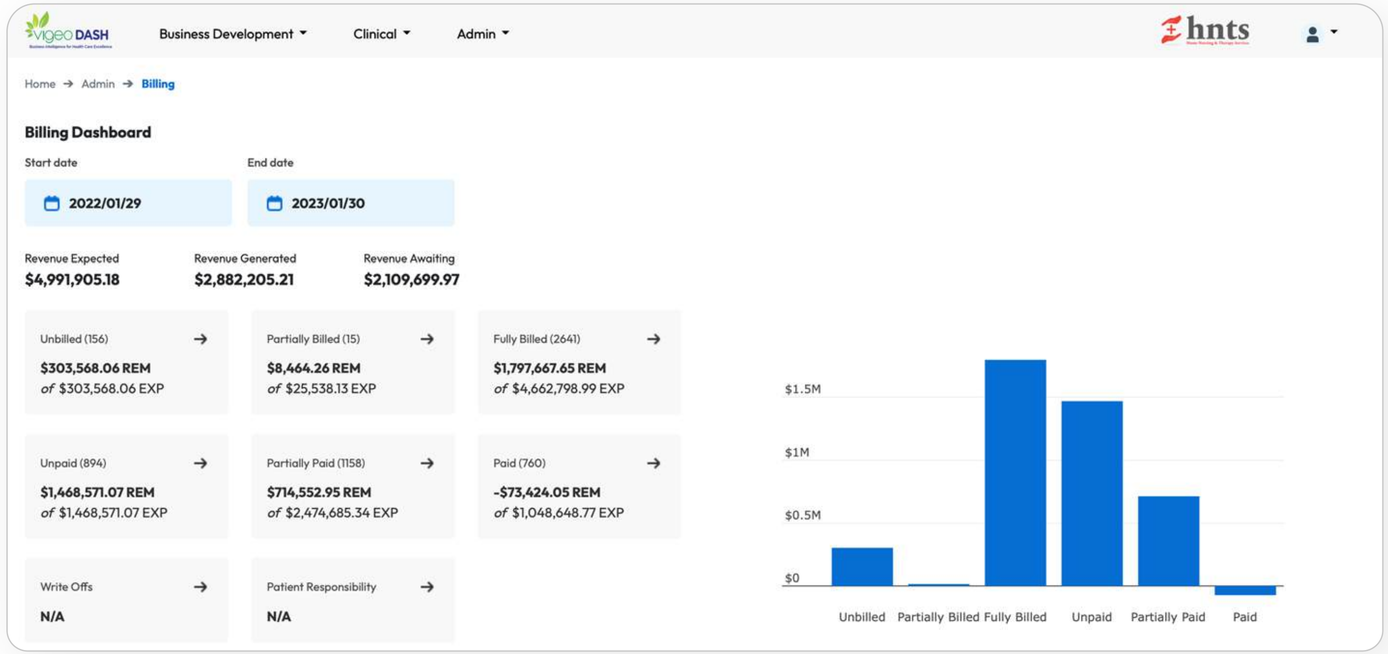
Revenue Cycle Management

Ensure timely revenue, steady collections and financial viability

Effective home health and hospice Revenue Cycle Management (RCM) allows clients to maintain financial stability, providing the ability to reinvest in growing an agency and further serving patients.

The VigeoDash RCM integrates multiple technologies into one dashboard and tracks client revenue.

Client revenue from intake, eligibility, authorization, and billing-to-insurance adjudication can be increased. VigeoDash manages rejection and denial codes and automates large Explanation of Benefits (EOBs) reconciliation.



Impact We Created

The product was successfully implemented in the customers own Home Healthcare business teams and it immediately boosted healthcare staff productivity by 3x using the platform. Physician burnout was reduced with a detailed Productivity Mapping.

Within weeks of introducing Vigeo Dash to the market, the customer took the product to prominent healthcare SAAS platform conferences around the US and received the early product feedback and early adopting clients and paved the way for the future innovations on the platform.

The Managed Product Labs team at Gleecus TechLabs evolved from the Product Dev Team to a full fledged Product Management and Innovation Lab for VigeoDash taking it through the continuous path of success.

Watch **Eduardo J. Guimbarda** - CEO and **Nagarajan Sankrithi** - CIO talk about VigeoDash and how our **Managed Product Labs** created the product and continuously innovated on it.

Managed Product Labs

Comprehensive Management and Service Facilitation

Managed Product Labs is a Business Model Framework for creating a dedicated outsourced Product Development Team consisting of Product Management, Engineering, Product Design, DevOps & Support.

Customers envisioning building a new product and maintaining the innovation cycle with a dedicated offshore unit without sacrificing their time, effort and resources from their Business & Sales functions can leverage MPL(Managed Product Labs).
To know more about Managed Product Labs please visit **gleecus.com/managed-product-labs**

Looking to adopt our **Managed Product Labs** as a complete outsourced or extended development and innovation team for your product?

Get in touch with us at hello@gleecus.com

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