

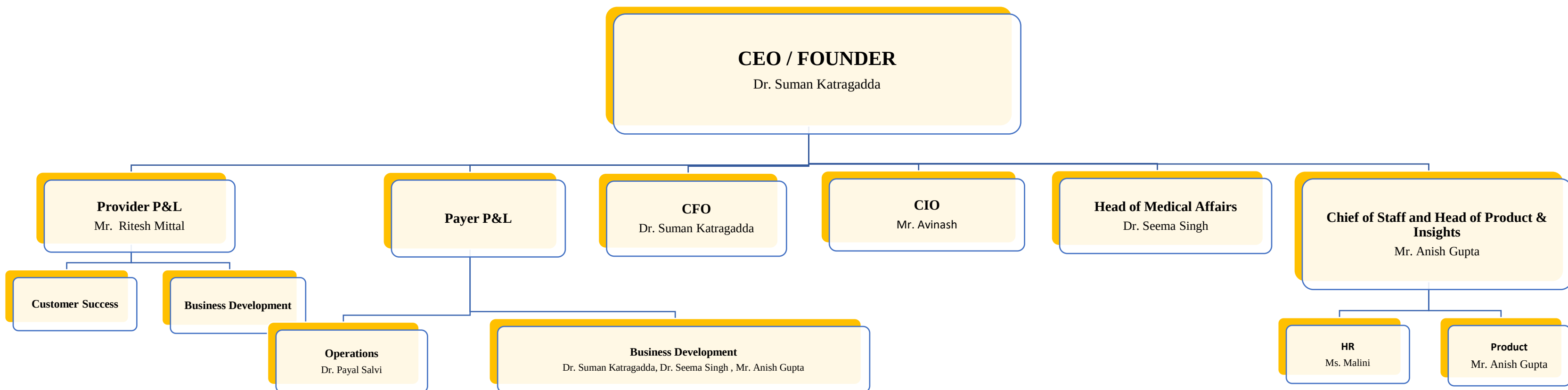
ABOUT THE ORGANIZATION

HEAPS is an expert led AI-driven health tech platform that helps in optimizing care coordination. HEAPS uses cutting-edge technologies, data analytics and artificial intelligence to create highly efficient and effective care management systems for insurers, hospitals, corporates and patients.

VISSION : To save more lives across the globe through the network of our clients

MISSION : Empower our clients through revolutionary technology solutions to accelerate their growth, improve patient outcomes, create value-based networks, and manage population health.

ORGANOGRAM



CURRENT LACUNAE

The current transactional approach of health systems towards Health Compliance and Risk Management fails to provide continuous and patient-centered care in absence of information transparency and accountability of care causing a disconnection between payer, provider, and the patients.

PROBLEM STATEMENT

Inadequate care coordination in managing chronic diseases poses challenges for healthcare providers and payers, leading to higher complications, increased disease incidence, and a burden on the healthcare system.

OBJECTIVE

To outline the steps involved in developing the dashboard of chronic disease management for :

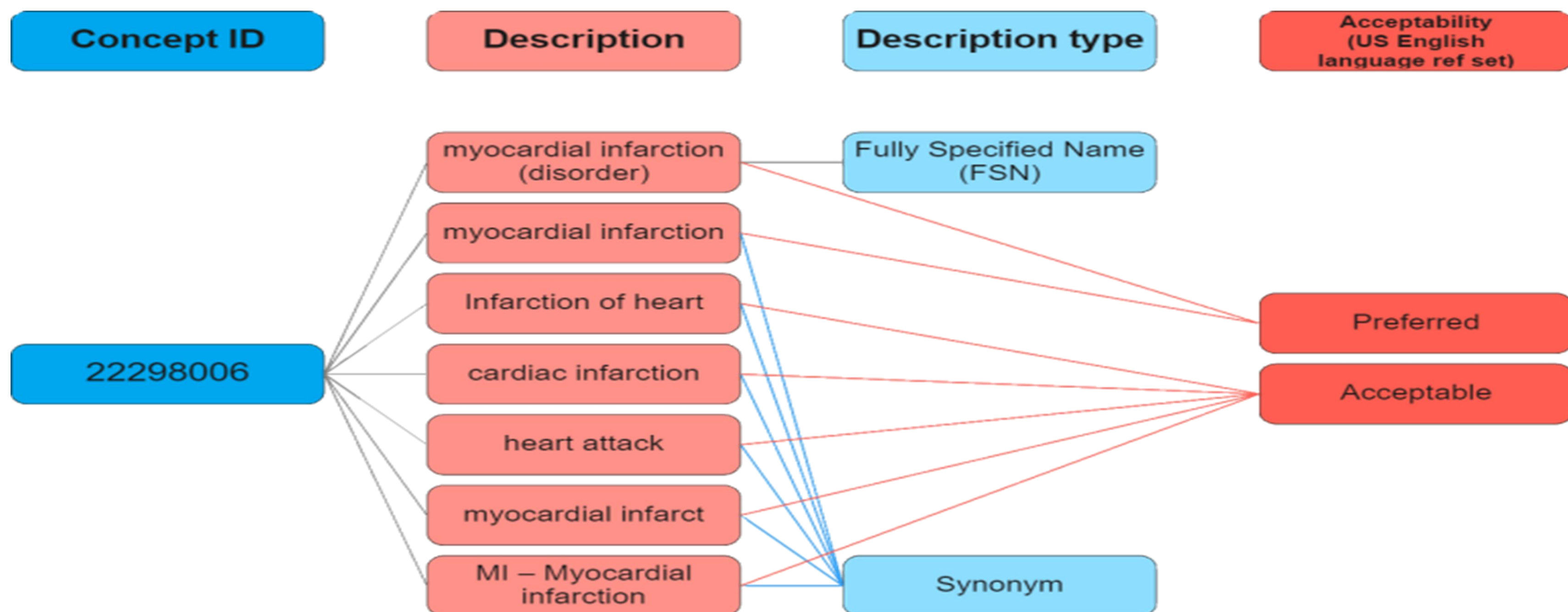
- a)Licensing model
- b)Outsourcing model

METHODOLOGY

An extensive review of literature was carried out to identify the key data points for designing the process flow of the dashboard and interlinking with the stakeholder namely, provider, payer and the patients.

ILLUSTRATION OF INCORPORATION OF SNOMED CT INTO DASHBOARD

SNOMED CT

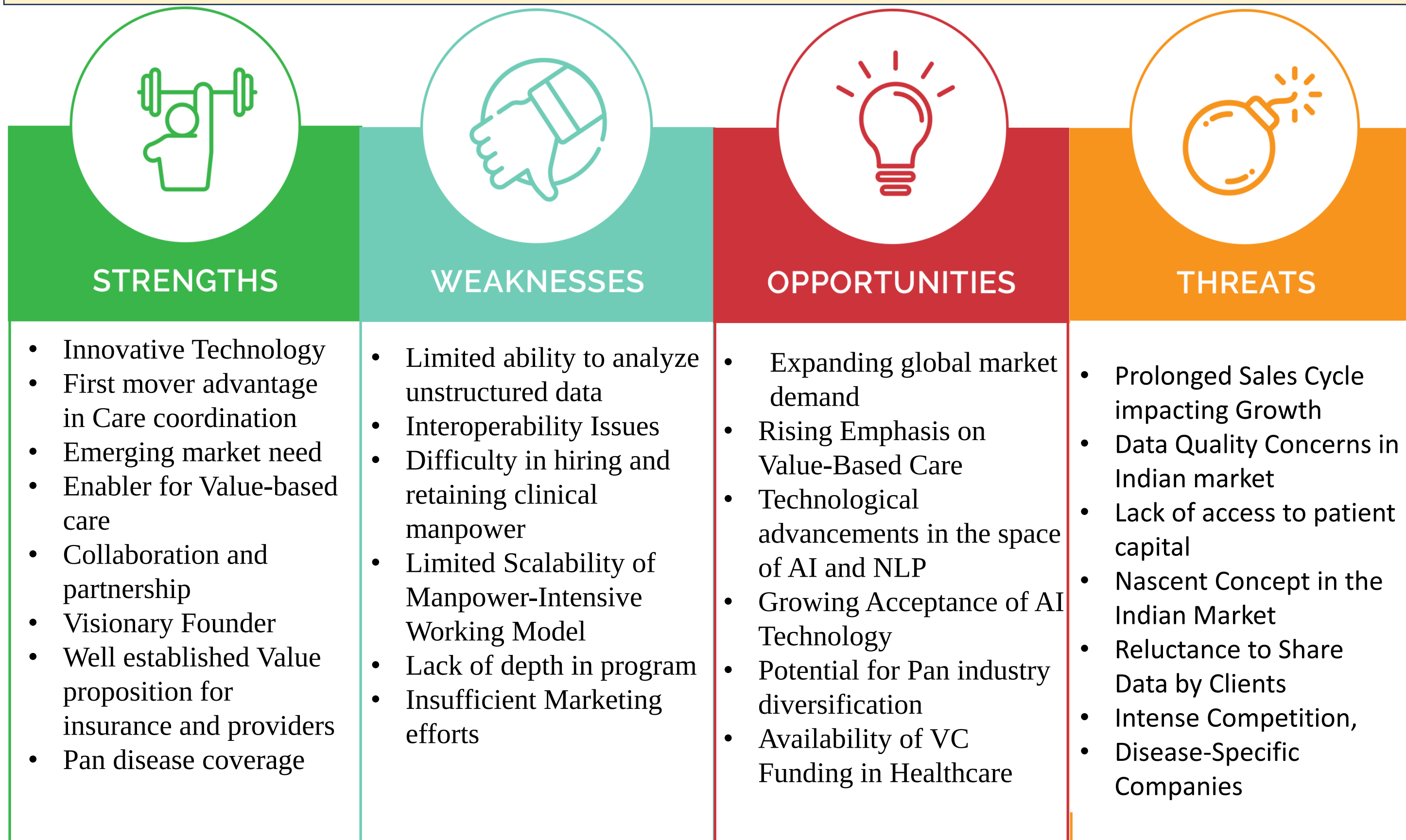


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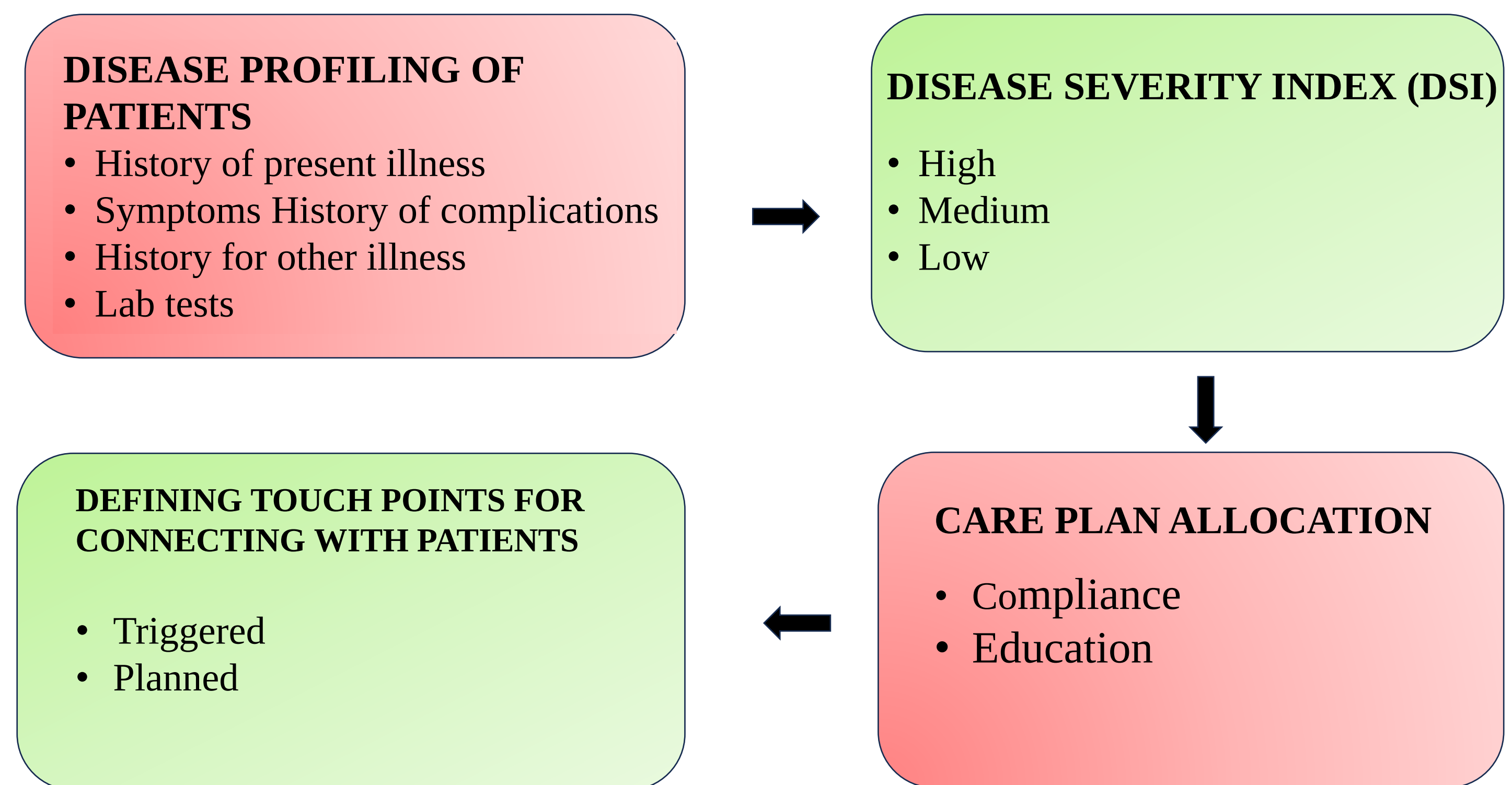
ARCHANA KOUL
UNIVERSITY MENTOR : Dr. SEEMA MEHTA

ROLL NO - 1471
ORGANISATION MENTOR : Dr SEEMA SINGH

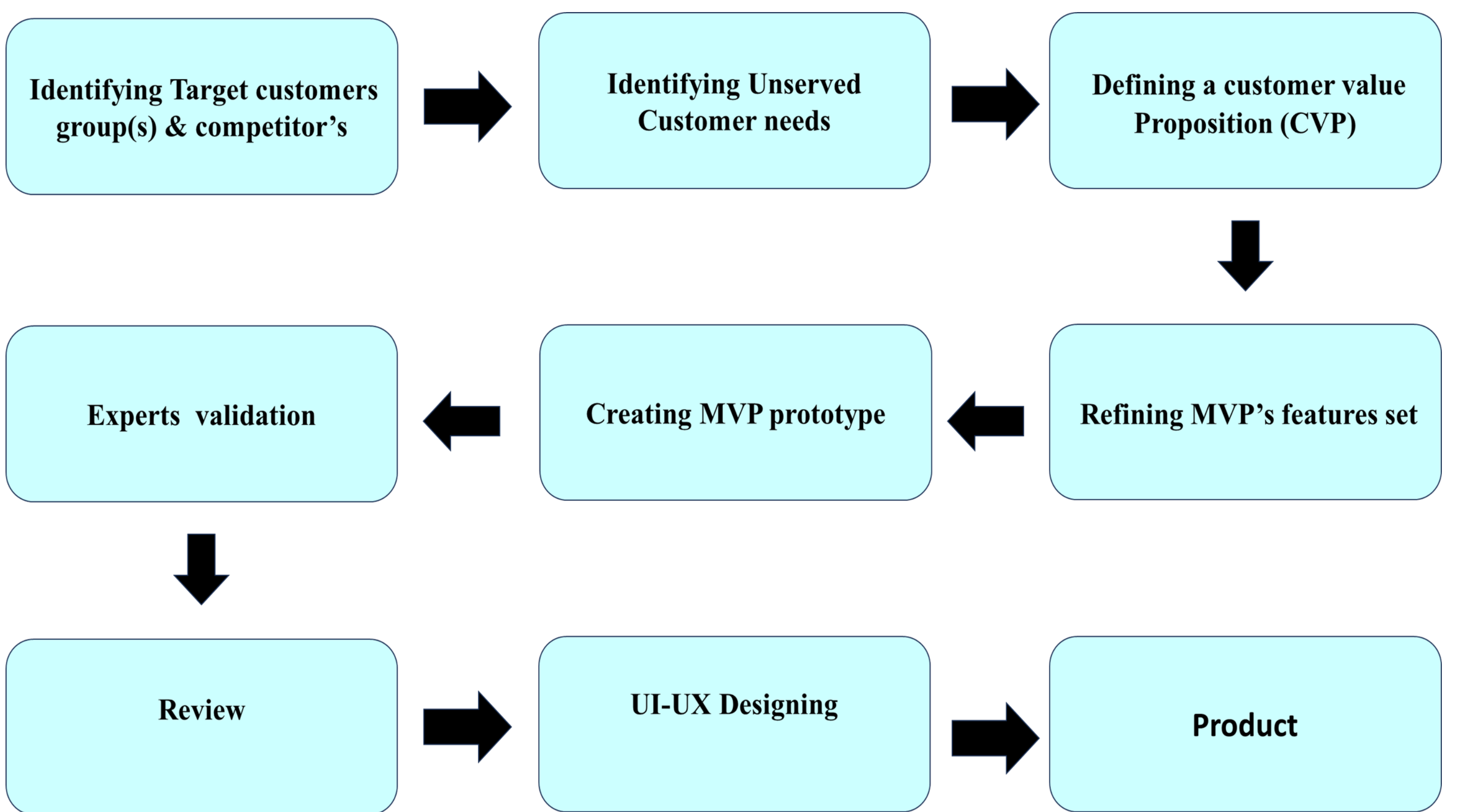
SWOT ANALYSIS



PROCESS FLOW FOR HCRM OUTSOURCING MODEL



PROCESS FLOW FOR HCRM LICENSING MODEL



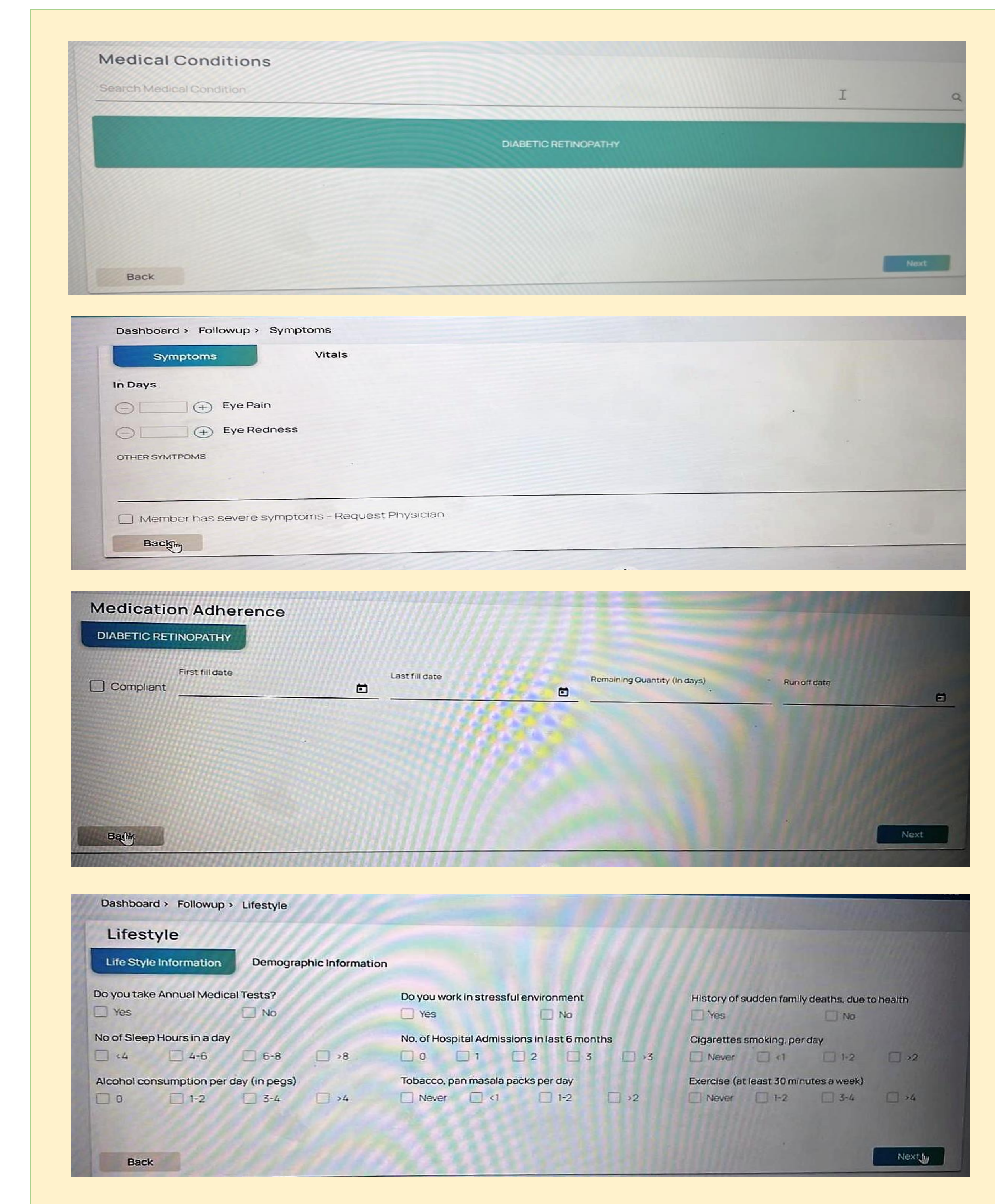
SUGGESTIONS : for both organization and the dashboard

- Promote cross-functional collaboration
- Promote collaboration with more healthcare professionals
- Establishing a robust pipeline for clinical callers and abstractors
- Focused effort should be towards interoperability and digitalization and creating a mix of human and digital touch points thus creating scalability

OTHER ONGOING PROJECTS :

- Market research analysis** - for the existing platform of the company for the purpose of expansion into UAE healthcare market.
- Analysis of the readmission audit log** - Conducted in-depth analysis of the readmission audit log for the company's PDCM platform and provided valuable recommendations for improvement.
- Measuring Quality of Life (QoL)** - Collaborated on a novel project focused on measuring Quality of Life (QoL) with subject matter expertise, specifically involved in the development of a comprehensive questionnaire tailored for the platform.

OUTPUT - HCRM DASHBOARD



LEARNINGS

Product Development lifecycle
Understanding the Healthcare landscape User-Centric Design Thinking
Development of a tech product
Market Research and Competitive Analysis
Product Road mapping and Prioritization Professional Growth and Networking
Data-Driven Decision Making
Exploring the Scalability of the Product/Platform
Building clinical intelligence into the product.

CHALLENGES

Industry Complexity
New domain of tech product
Technological Complexity
Learning Curve Market Validation
Cross-Functional Collaboration
Time and Resource Constraints
Thriving in face pace startup environment

USEFULLNESS OF THE INTERNSHIP

Industry Exposure/Insights
Networking Opportunities
Skill Development
Understanding Startup Culture
Problem-Solving Abilities
Personal Growth and Confidence