

Case Study

Healthcare Compliance Solutions Limited

About Healthcare Compliance Solutions Limited

<http://www.agedcarecompliance.com/>



Healthcare Compliance Solutions Limited (HCSL) is a provider of Aged Care compliance consultancy services throughout New Zealand.

It provides full Quality Assurance documents customised for each facility along with mentoring services to support optimal outcomes with Aged Care Facility (Certification) Audits.

Gillian Robinson, the main drive behind HCSL, is a Registered Nurse (Bachelor of Nursing) and Lead Auditor with over 20 years experience as a health professional.

Quality services provided

As with many other businesses, HCSL aims for growth and over the years clients have been added to their client base.

For each client, document sets, ranging 200 to 500 individual documents, were to be edited, verified, printed and collated into separate folders. Each document has a lifetime of about 1 to 2 years.

Aged care facilities provided with these document sets are supported to ready themselves for a Compliance Audit and can be sure of a positive outcome when their work practices conform to the HCSL supplied information.

This is just a part of the provided services, as HCSL also offers guidance with applying the provided documentation, guidance with interpreting compliance requirements and getting clients ready for an external audit.

Reaching its limits

Creating these document sets is a labour intensive, but an achievable process for a small team. That is, for a limited number of clients, and that number of clients was getting closer, limiting HCSL ability to support more clients.

The problem that HCSL was facing is the requirement to double or triple check each document for mistakes and incomplete details. Was every required document provided? Was every document version appropriately updated? Were all variable fields populated correctly to reflect the differences between clients as they each get their own customised set of documents? And so forth. A laborious process, prone to human error.

Enabling growth

HCSL had already approached a few tech-savvy parties (so they thought), however none brought any potential for enabling HCSL to grow their capacity to take on more clients.

A-Vision came initially in the picture for rescuing a crashed/hacked website, and after some interesting conversations **A-Vision** saw a possibility in automating the document generation process.

A proposal was put forward to HCSL which provided a welcome solution for HCSL as it would allow continuous growth.

The provided solution

The solution which was provided by **A-Vision**, built on their modular framework, included a CRM system with document management system.

An extensive amount of data per client (facility) is being captured and made available as variables, ready to be used in template documents.

All documents for the facilities are now being held and managed in the provided solution, easily accessible by HCSL with controlled web-based access for the facilities.

This solution allows HCSL to increase the number of clients while making gains in productivity and efficiency.

Opening new doors

As the development of the proposed solution (document population) took place, HCSL saw a gap in the market and found **A-Vision** available to extend the provided solution with functionality to fill this gap.

The initial proposed product (document population) was extended with Adverse events, Infection and Complaints reporting functionality.

This has allowed HCSL not only to grow in client numbers, but also enabled them to provide a broader range of services to their clients.

Summary

With HCSL and its clients using the solution provided by **A-Vision**, HCSL is able to provide a better, more efficient and broader service while their clients are getting away from a paper-based reporting system and enjoy a modern, efficient and instantly up-to-date reporting system.

HCSL is able to give targeted advice, and facility management is able to see performance in an instant rather than having to wait weeks before a report is being compiled.

Conclusion

Benefits of customised solutions

With a customised solution, HCSL has been able to address the most time consuming issues, freeing up time for other activities.

As our client, HCSL is able to express their specific needs and discuss together with **A-Vision** what the best solution might be to tackle a specific problem.

Benefits of a modular system

A modular system is flexible and adaptable and as such more cost effective.

Modules can be customised to the client's specific needs without affecting other modules.

Because of this, HCSL had the 'freedom' to add customised modules for reporting and as such quickly fill a gap in the market.

About **A-Vision** Software Solutions

<http://www.a-vision.co.nz/>

A-Vision Software solutions is a software development company based in Christchurch, New Zealand.

It has a main focus on web based software solutions (that can also be installed on-site at a client's premises), which allows for optimal flexibility and adaptability. It also allows serving clients world-wide.

Over the years, **A-Vision** has implemented several software solutions in different industries. This has given them the ability to think along with their clients and find solutions that work.

We see ourselves as a partner rather than supplier and value a long trusting relation with our clients.