National Business Works, LLC

Case Study: Palliative Drug Card (PDC); IT Solution Update

"The result of our moving onto QBOS is that, instead of having to monitor the throughput of our business processes, we only have to monitor the exceptions to the processes – QBOS monitors the rest for us."

Paul Hagen, President, Palliative Drug Care, LLC (PDC)

Version 1.5: 1/20/2010
Presented by: National Business Works, LLC (NBW)

Customer profile

Customer name	Palliative Drug Card (PDC)
Address	10810 E 45th St. S.
City, state, ZIP Code	Tulsa, OK 74146
Phone number	(888) 901-2092
Fax number	(888) 901-9286
Web site address	www.pdcrx.com

Industry	Healthcare, Prescription Benefits Management
Number of employees	20

Contact name	Paul Hagen
Title	President
Phone number	(888) 901-2092
Fax number	(888) 901-9286
E-mail address	paul@pdcrx.com

Case Study for PDC

Company profile

Palliative Drug Card is an independently owned Pharmacy Benefit Management Company developed specifically for Palliative Care. PDC Provides tools to effectively manage prescription programs for hospice patients. PDC combines advanced technology with clinical expertise in order to provide online, real-time prescription claims adjudication that ensures appropriate drug use, reduction of drug errors, reduction of medication waste, and control of prescription costs. The program is unique because it was developed in coordination with Hospice, for Hospice.

PDC was developed as a way to provide Hospice and Nursing Home clients with a means of controlling the cost of drug care for their patients through the use of careful review of the prescribed medications and the advantages of group buying power. Using custom-built programs in MS Access, PDC is able to manage a significant portfolio of clients.

Business situation

After four years of successful growth, PDC found that it had reached its capacity in terms of the ability to process claims in a timely and effective manner, and began looking for ways to increase its efficiency.

Technical situation

The limits of the current technology were causing database activity to slow to a crawl at peak times, limiting the number of claims that could be processed. Alternative technologies were researched, but none provided a complete solution at a reasonable cost. A move to engage a local programmer to create Active Server Page (ASP) solutions was begun, however more than a year's effort and more than $125,000 in development cost had not produced a completed web-based solution

Solution

PDC engaged National Business Works, LLC (NBW) to provide a complete, web-based SaaS solution to replace its existing technology. NBW is a master reseller of the QBOS platform, a new paradigm in online business operating systems with its own set of development tools incorporating both strong RAD prototyping and AGILE life-cycle methodologies, combined with a cross-system business process and workflow management system. This powerful combination allows NBW to produce solution prototypes during discovery sessions with clients, providing for much faster feedback cycles and product delivery. The applications developed using these tools tie together built in "silos" of Human Resource (HR), Contact Relations Management (CRM), Document Management (DCMS), etc. through workflow automation and contextual routing of work items and alerts.

In addition to taking numerous steps out of the many manual processes required to input claims; the new system allows PDC clients to log directly into PDC's system and enter their own information; thus removing the necessity to send handwritten faxes to PDC and saving the data entry on that end as well.

NBW was tasked with creating a solution that could replace the data entry portion of PDC's IT. The reporting, billing and other remaining portions would be held for another phase.

Benefits

After an initial discovery and build phase of 90 days; PDC began testing internally. The information that previously had to be entered manually into several systems was now entered only once and managed within the system, precluding the need for additional data entry elsewhere.

The internal Staff now spends less time with data entry and more time with customer care. Client users are being trained to enter the information themselves directly into the system, which eliminates the need to staff to handle the data entry. Since the business processes are now automated, staff is able to handle exceptions, rather than every piece of data that comes through. Specific examples of time savings are below:

Eligibility and Medication Entry

Without QBOS – PDC would add patient information into PDC's proprietary systems through the eligibility and customer service center. It took a full time staff of 6 people to keep up with the faxes and data entry.

With QBOS – By implementing QBOS, the clients who want access to the QBOS eligibility and medication management system, can enter their own information, request pharmacist reviews, and send patient information to any pharmacy in the U.S. via fax. By having the client maintain and oversee their patient information, it ends up saving almost 80% of our data entry enabling us to focus on better customer service efforts instead of constantly trying to keep up with eligibility.

Pharmacist Reviews

Without QBOS – PDC would receive a fax and enter patient information into their proprietary system as well as all the medication information on a patient. After that was complete PDC would upload the fax received on a file sharing website and manually send a notification email. After the email was sent, the Pharmacist would go online and review the patient profile and create their own Pharmacist's review, then upload the final review online and send a email back to PDC that it was completed. After this step PDC would then go back online, download and print the final Pharmacist review and manually fax back to the Client.

With QBOS – QBOS has taken the long, inefficient process of organizing and sending Pharmacists reviews back to Clients and allowed PDC to organize and automate the review process saving approximately 50% of the time from when the patient information is received to when the review gets sent back to the PharmD.

PDC estimates it will save something in the neighborhood of $92,000 in labor alone for 2010, related to the solutions implemented to date. Additional work in the area of reporting and billing is slated for the coming year and could more than double the savings already realized.

Technology Used

NBW used the QBOS platform to develop the tools that PDC now employs to capture and manage data from its clients and vendors. Currently, PDC uses several parts of the QBOS platform in its daily operations including Tradespace Management, Contact Management, Human Resource Management, Document Management (including document storage, handling and faxing), Application Development Tool, and Business Process Management. All of this is handled by the user in a single, browser-based interface (the Dashboard).

About National Business Works, LLC

NBW is a D/FW based enterprise that provides business analysis, information management and software configuration services to Healthcare and other industries. Using the QBOS platform,

NBW creates custom business solutions for its customers which provide workflow and workforce automation in an affordable, flexible development platform.

NBW provides an integrated suite of online software solutions that enable customers to better run & manage their businesses. Whether a company has 5 or 500 employees, the strength of NBW's scalable enterprise solutions will help improve productivity & profitability.
Better Decisions - NBW specializes in custom design, development & implementation of solutions that follow your natural workflow. We automate your processes so you can turn your attention to things that really matter - like growing your business.
Improved Performance - NBW targets business process optimization by blending real-time communications into critical work-flows, enabling employees to focus on creative solutions to anticipate & meet customer demands.
Always Nearby When You Need Us – the online nature of the NBW solutions platform means that we are never far away when you have questions or need help with anything. Our solutions framework allows for online collaboration beyond anything seen today – you can even integrate NBW's business processes into your own.
Increased Profits - With expertise in billing, ERM, CRM, accounting and finance, and other SaaS solutions, NBW can help eliminate expensive IT costs like hardware upgrades, server based software & manual data back-ups without sacrificing security, reliability or performance. NBW online software minimizes the demands on your own IT department & allows you to pay for only the software your business actually requires. More information is available at www.nbw-llc.com.

About QBOS, Inc.

QBOS, Inc. is a leading provider of innovative, cloud-based business process management solutions. The QBOS Tradespace Management System™ is a PaaS offering that enables companies to securely manage and share business information over the Internet. QBOS also offers a wide range of fully-integrated SaaS applications including Customer Relationship Management, Sales Force Automation, Inventory Management, Supply Chain Management, and much more, allowing service providers to enter the SaaS market with co-branded applications for resale. For more information please visit www.qbos.com.