Spring Hills:

Improving Task Management and Reporting with a Population Health Software Platform

About Spring Hills

Founded in 1999, Spring Hills leads the way in meeting the changing needs of senior adults and their families by delivering compassionate, dignified care designed to enhance the lives of each participant and their loved ones.

HatchWorks Expertise Provided:

Software Development Services

✓ Full Lifecycle Software Development
  (Product Strategy, Design, Development)

Cloud Application Services

✓ Managed Application Services
✓ Data Management & Analytics

The Challenge and Opportunity

Being able to account for and report on outcomes and metrics is imperative in the practice of population health management. When Spring Hills first created its population health management program, it simultaneously developed internal tools and processes for providing care management services which included documenting patient information, managing tasks and creating reports.

While the system worked relatively well, it was not scalable. Moreover, staff had to manually input large volumes of mission-critical data. This, combined with the number of clicks required to get through each form, took up valuable time for nurses and other end users.

As such, Spring Hills began to search for a less cumbersome digital population health and care management solution replacement—one that would provide an all-in-one offering to optimize their management of daily workloads, automate tasks for staff, manage patient data insights, and improve reporting and metrics monitoring.

Solution and Results

In 2020, HatchWorks partnered with Spring Hills to strategize, design and develop a population health software platform that would scale with the organization over time and meet its long-term business needs.

The two organizations kicked off their working relationship by defining the business case and market opportunity as well as understanding the nursing staff and patient management process. From there, HatchWorks created a proof of concept, product roadmap, wireframes as well as an interactive prototype. The solution was implemented in September 2020.

According to Gloria Berwick, Vice President of Operations for Spring Hills, the key differentiator in the custom HatchWorks solution is its ability to streamline task management. It provides visibility into the real-time status of all tasks, providing leaders the opportunity to proactively manage the team's workload. The system also provides process automation, with the ability to automatically generate follow-up programs for patients based on a number of criteria.

> *"People in this industry know how difficult it is to get a good task management system, and that's probably the unique superpower of the software that HatchWorks developed for us because it truly improves what our nurses can do during the day," Gloria says. "Plus, the system handles a very high level of logic in terms of knowing how to automatically create and even recreate new schedules for patients—including setting the number of days for that program, the specific tasks that need to be completed, and the dates by when they need to be done."*

The HatchWorks solution has helped increase productivity among staff. "Especially when we used the homegrown application beforehand, it took many clicks to access information because we didn't have patient information all in one place," says Gloria. Now, the solution aggregates all patient information into one chart, which has significantly decreased clicks, eliminated the need to visit multiple locations to find information, and also eliminated the need to re-enter data multiple times into the software. Moreover, because the system tracks and auto-generates tasks, staff no longer need to rely on paper-based schedules—rather, their tasks will automatically show up on their dashboard, which was part of the HatchWorks solution, when they need to reference it.

The HatchWorks solution has greatly improved Spring Hills' ability to quickly and easily run ad hoc program reports of team outputs, showing the tasks that are being done each day. As well, HatchWorks' strategic approach to data design and storage allows for custom reporting with historical data, enabling the team to measure outcomes and tell powerful data-backed stories as needed.

Growing the Solution

Currently, about 20 staff members are using the HatchWorks solution. In the months following the initial release (MVP), HatchWorks was able to help Spring Hills integrate additional technology to further enhance the solution—including, among other features, a robust drug library for reducing errors and improving data integrity.

Soon, Spring Hills will integrate a "digital front door solution" to the software. "HatchWorks essentially built us the 'house' we needed, and now we're going to integrate a 'front door' to allow us to connect with our patients using it," says Gloria. "Right now, the system is just for us, enabling us to manage patients. But with this front door, we will be able to interact with patients with patients directly through the solution, enabling them to be part of that process/wellness journey themselves."

Businesses Benefit with HatchWorks

Need leading-edge expertise to transition your homegrown solution into a custom automated solution that truly fits the needs of your organization and users—and successfully integrates data and analytics?

Contact HatchWorks today to learn how we can ignite your vision, accelerate your time-to-market and time-to-value, and enable you to succeed now, and in the future.

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About HatchWorks

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