

InterQual

Re-engineering of clinical decision support software solution lowers cost, improves flexibility

Our client

InterQual (now part of McKesson Corporation) is a leading provider of clinical decision support systems which help health care professionals provide better care and improve communication with insurance companies. The InterQual suite of products also includes software solutions supporting triage, health information, referral, workflow, analysis, and reporting processes.

Objectives and issues

InterQual wanted to improve their clinical decision support solution flexibility & reduce its deployment time. At the same time, it needed to find a cost-effective way to address issues created by an evolving technological landscape. System performance was increasingly an issue, while its scalability was inadequate to retain market leadership. Integration to third-party systems such as billing and case management was both expensive and time-consuming, as it was based on non-standard, custom-developed connectors

What Universal delivered

Universal team of software developers and project managers led a completely re-engineered InterQual's solution using state-of-the-art technologies and open standards. First, we replaced the Access database with an ODBC solution compliant with both Oracle and Microsoft SQL Server. We also replaced the existing client with a Web-based user interface based on ASP and JavaScript, and developed an integration engine using industry protocols (HL7).

Value to our customer

Based on the industry's best available technologies, the system now offers the scalability required by increasingly demanding clients. Centrally managed and Web-based, the new architecture also made the software faster to install, cheaper to deploy and easier to maintain, which reduced risk to clients while greatly accelerating the return on their investment (ROI).

The development of a single gateway to integration also proved to be a major edge to InterQual. Basically, new products based on industry standards coming to market can now be seamlessly integrated to the solution, eliminating the need for custom-made connectors altogether. Moreover, this improved connectivity also allows the solution to connect with partners and clients' systems, enabling a superior degree of e-business integration with insurance companies and suppliers. This dramatically improves the solution value to a number of potential clients, which promises to increase InterQual's revenues for years to come.

With the quality of its professionals and the experience of its project managers, Universal rapidly delivered tangible and measurable results at an outstanding value to InterQual.

INTERQUAL®

Objectives

- Improve flexibility and reduce time of deployment for the clinical decision support system

Issues

- Increasingly low system performance
- Solution not sufficiently scalable
- Integration based on non-standard connectors
- Concerns about the cost of updating the solution

Solution

Complete re-engineering of the solution featuring:

- Back-end: ODBC solution compliant with Oracle and MS SQL Server
- Front-end: Web-based using ASP and JavaScript
- Integration engine using industry protocols (HL7)

Results

A re-engineered solution that is:

- ✓ High-performance
- ✓ Scalable
- ✓ Faster to install
- ✓ Easier to use
- ✓ Cheaper to maintain
- ✓ Provides easy connectivity to other systems both within and across corporate boundaries using industry protocols

ROI delivered

- ✓ Complete capabilities at an outstanding value