COVID-19 Command and Control

Industry: Healthcare Provider | Process Focus: Case Management

Company Profile

- A large American integrated managed care organization
- Serves patients across the United States

Challenges

The COVID-19 pandemic created unique challenges for this managed care organization administering a clinical trial drug to a subset of critical COVID-19 patients. The organization needed an application to support its efforts that could be up and running quickly and that was easy to use for clinicians with varying levels of technology experience who also needed real-time patient information and updates.

These COVID patients were spread across multiple US locations, and a clear view of information — available in real time, 24 hours a day — was vital.

Application Goals

The organization's top priority of patient safety, care, and treatment was even more critical for these COVID-19 patients who were in immediate need of this drug. The managed care organization was looking for a single, unified case management platform that could be spun up and operational almost immediately.

This tool was used for managing patient intake and approval processes during this clinical trial.

The organization also needed an application that was flexible and easily configurable, given the unpredictable circumstances of the pandemic.

Results

Appian enabled the healthcare organization to build and deploy a case management application in just 24 hours using its own in-house staff. Within their desired timeline, the organization went from idea to execution and ultimately delivered results for hundreds of unique patients in need of this limited drug. Real-time updates gave clinical trial teams the ability to see what patients needed and this markedly improved the trial process overall.

By the end of the trial, this organization was able to enroll nearly 600 subjects – more participants than any other institution involved in this trial for critical COVID-19 patients during that time period. Utilizing Appian, the organization tracked both successful results and adverse events, along with patient recovery and mortality rates.

The fast, successful roll-out of the COVID-19 Clinical Trial app, and its ramp-up time, earned the developers a mention in the New England Journal of Medicine.

Since its launch, this has been used by clinicians, coordinators, regulatory employees, and pharmaceutical employees and has been replicated and deployed at other locations of the network.

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