Team 5

CIS 280

FINAL PROJECT

03/20/2021

**EXECUTIVE SUMMARY**

DaVita is on a quest to Build the Greatest Health Care Community the World Has Ever Seen. DaVita is committed to elevating the health and quality of life of patients around the world. We continue to expand our operations to improve access to health care in nine countries outside the U.S. Our mission is simple, to be the provider, Partner, and employer of choice.

Currently we operate far below standard regarding how we process and manage patient enrollment and reconciliation of their accounts. Being an industry leader, we should set the standard in this rapidly changing healthcare environment. Rapid development and deployment of an Electronic Data Interchange, we can drastically reduce the time it takes to reconcile accounts and data management. Currently we have no electronic enrollment system in place. We will build a robust work-queue that will populate with enrollment opportunities that are automatically identified at the time of patient appointment registration. We rely on snail mail for all our documents which can take up to 6 weeks to completion.

This proposed system will increase revenue and decrease resources by

-Reducing the impact of human error by electronically managing all patient data

-Reducing payment delays and volume of open claims

-Expediting account updates allowing for faster discrepancy identification and resolution

-A reduction to billing and processing by 70%

With current procedures and processes in place, we operate with an antiquated system. Currently, we have an aggressive project plan that will have a new system developed with current resources within 12 weeks with an estimated cost 20% under current budget. Research has shown us areas where we can have the most impact in its functionality. Those functions include but not limited to:

1. Immediate opportunity identification
2. Automatic work queue population
3. Include follow-up capabilities and be editable
4. User friendly with constant support

To build the greatest healthcare system, we need to be the greatest healthcare system. The business model has changes and so must we. Financially it is almost irresponsible not to move forward without an electronic patient data management system. The financial impact will be noticed immediately, and with decreased errors and enrollment time coupled with a drastic increase in account reconciliation, total cost of ownership would yield a positive net gain.