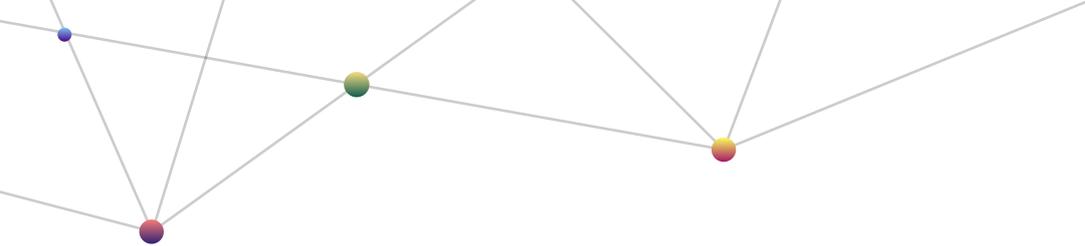


# Delivering effective health care solutions for the aged community





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# Back ground



## Background

Based out of Sydney, Australia, Bailey Consulting & Training (BCT) is a consulting firm which provides customized and integrated services to organizations in the aged and community care sector. They offer their customers services such as consulting, bench marking, training & development, and risk management.

By working with companies in the aged and community care industry for over 20 years, BCT recognized that providers with the best patient outcomes always pushed to improve their services, and made sure that their patients are well looked after.

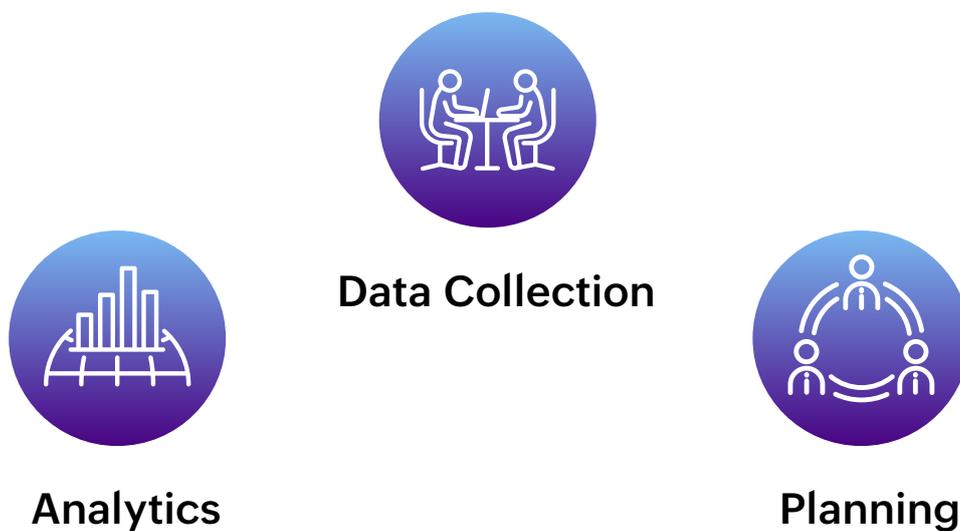
That said, keeping up (and complying) with technology and regulatory trends, while ensuring positive patient outcomes is a tough task for care providers. This is where BCT steps in.



BCT recognized the need of a purpose-built tool which would assist care providers to efficiently manage their database, and conduct thorough analysis of the data to uncover trends. Thus, they developed a tool named 'CIDA' - Continuous Improvement Data Analysis, using Zoho Creator.

CIDA is a program designed to provide aged care providers with effective data input, analysis, and continuous improvement planning. CIDA essentially digitized many traditional methods which were used by these organizations.

Let's explore some of them in brief -



Traditionally, care providers collected data using paper based sheets or spreadsheets software. While this served them well in the initial stages, as they grew, they usually felt the need to have a searchable database

where they would store the patient information. CIDA leveraged Zoho Creator's features such as forms and pages to digitize the data collection process - which allows staff to collect data from wherever and whenever.

In addition to this, the app was integrated with Zoho Analytics - a business intelligence tool. Integration with Zoho Analytics allowed care providers to access rich reports in CIDA. These reports were prepared automatically, and were based on the templates made by BCT. This allowed care providers to see co-relations between different data points such as increase in certain ailments due to age of the patients, among other other things - which allowed them to provide improved care to their consumers.



We needed a tool that would enable us to quickly develop a custom application based on our unique workflows. We found what we were looking for in Zoho Creator. Using Creator we developed CIDA, a platform for aged care providers which helps them collect and analyze data with ease.

**Katrina Bailey**, Director, BCT



# Challenges Solutions



## Challenges and solution

BCT created the initial application in 2017 using the then latest version of Creator platform (version 4). Now, the app functioned as needed, but BCT realized that they would like to offer additional services through the app. Since this was something they found hard to do themselves, they reached out to Zoho Premium partner OscilloSoft.

OscilloSoft analyzed BCT's requirement, and realized that the app wasn't structured in a way that can be scaled further. Additionally, the app didn't have a proper data flow set in place. Based on this, the developers at OscilloSoft realized that it would be easier to build the app from scratch on the then newly launched Creator 5 platform.

Once the initial concept and the design for the new app was finalized,





When BCT approached us with their requirement, we instantly suggested them to consider re-creating the application with proper data structure and flow on the Creator 5 platform.

**Ash Ibrahim**, Director, Oscillisoft



BCT worked with OscilloSoft and Customer Consulting Group (CCG) to build the app. In this arrangement, OscilloSoft developed the app, and Customer Consulting Group (CCG) provided customer insights throughout the project.

## Key Challenges



**Structuring the data and the flow of data**



**Upgrading/ Shifting to Zoho Creator 5**



**Introducing new enhancements to the new system**



When CIDA was developed initially, data wasn't structured properly in it, which made it fragmented. OscilloSoft started the re-development project by first creating a proper data structure and flow.

Additionally, since the app was being upgraded from an older version of Creator to Creator 5, they needed to create over 400 forms from the ground up to leverage the newer features, and to ensure compliance with the regulatory requirements.

While importing data to Creator 5, they needed to ensure that the old data was cleaned so that it would be compatible with the new forms and dashboards.

Once they were done creating the basic app, they integrated the app with Zoho Analytics and created rich reports based on the data fed to the app by employees.



Creator 5 introduced features like native mobile app builder, Zia, and improved reports in its release. This made it easier for us to re-develop the CIDA platform, and allowed us to suggest additional functionalities for the platform to BCT.

**Ash Ibrahim**, Director, Oscillisoft



# Key features of the solution



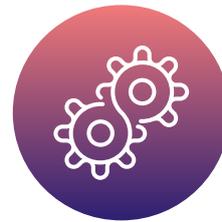
**New data structure for improved data flow and analysis**



**Implementing data security and restriction protocols in the app**



**Revamped the user interface and experience**



**Integration with Zoho Analytics, Desk and Form**



**Improved data visualization through dashboards**



**Introduced user management and support system in the app**

Since the app was being developed from the ground up, OscilloSoft took that as an opportunity to re-develop the way the app managed data - they created a new data structure, thus changing the data flow within the app. The new structure made it easier to manage the data, and use it for analysis.

Creator 5 allows app admin to manage roles within the app. This allows admins to give varying levels of access to people based on a hierarchy. A person at a higher hierarchy can always access all records of at a lower hierarchy. Users have to sign in the customer portal of the app using their credentials - which reduces the chances of an unknown entity being able to access patient data.

Additionally, through the use of roles, customers can only edit and add information to forms that they have access to. They can only view their own personal information, and can't access other customer's data.

The app analyzes the structured patient data to create rich graphs and charts hosted on dashboards - that show quick and actionable information to the user. Now, they've embedded Zoho Analytics graphs and charts within dashboards. Analytics pulls data from the app, creates co-relations, and pushes data to dashboards. The integration makes no difference to the end user, since they usually don't see any difference.

CIDA offers robust support to users through its use of dedicated support forms. The app has a 'contact us' tab which takes the customer portal users to a form where they can lodge a query - which is cleared by employees, thus improving user experience.



# Benefits Future



## Benefits and future plans



Streamlining the app structure



Enhancing user interface



Building a multi-device experience



Improving decision-making with thorough analytics



Separate spaces for admin and customers





We're happy with our Creator based app and the services provided by OscilloSoft. This year, our aim is to further develop the CIDA program, link it with community services, and to further work on programs such as risk analysis and consumer satisfaction - to improve patient outcomes.

**Katrina Bailey**, Director, BCT



# About Us



## About Us

Running a business is no mean feat, and we believe we can help. Rapidly build custom applications that are a perfect fit for your business, or choose from our extensive range of prebuilt apps and modify them. The best part? You don't have to be a programmer. Just sign up, pick a plan, and start building!



# Contact Us



[www.zoho.com/creator](http://www.zoho.com/creator)

We'd love to talk! Reach out to us at:

[creator-sales@zohocorp.com](mailto:creator-sales@zohocorp.com)

