



KESHAV CONSULTING

Helping your Information Systems work for you!

Client: A Major North American Pharmacy Benefits Major

About the Client:

Client is a leading pharmacy benefit manager (PBM), with the nation's largest mail order pharmacy operations. Through advanced pharmacy, client improves the health and lowers the total cost of care for clients and their members. Helping to ensure that millions of Americans have access to affordable, high-quality prescription healthcare.

Challenge:

Therapeutic Resource Centre (TRC) is part of the larger Clinical Strategy initiative. The Clinical Strategy initiative requires pharmacist specialists to view and interpret a patient's prescription history, health conditions, drug allergies and clinical opportunity data. This comprehensive review will enable the pharmacists to make more educated physician interventions, which is expected to reduce unnecessary utilization and result in more appropriate prescribing. The TRC concept requires pharmacist specialists (located in the disease specific TRCs) to be able to receive prescriptions for certain disease states from any other front-end pharmacy. This initiative will create the ability to route prescription images across all QRx and Alpha pharmacies to the appropriate TRC. This initiative will also enhance the systems used to review and resolve prescription protocols (i.e., drug utilization review (DUR), managed care, physician calls, clinical issues, etc.) so that all QRx and Alpha pharmacies and TRCs utilize a consistent and efficient application. This new web-based protocol system is expected to create pharmacist and technician operational efficiencies. The TRC product is expected to increase mail penetration and margin by increasing client acceptance of plan design changes and programs that promote the mail channel and new TRC specific programs. They also want to adopt Agile methodology where the delivery of working software is in short period of time. Each iteration is regarded as an entire software project, including planning, requirements analysis, design, coding, testing, and documentation. Improvement or addition of new functionality takes place within next iteration.

Solution:

Agile projects do not necessarily have comprehensive documentation, Product requirements in Agile projects are often captured in the form of user stories. The Keshav Consulting QA team was smart enough in analyzing and defining the testing requirements in the absence of any product documentation. Worked side-

by-side with the developers, analysts and customers which is an important part in quickly understanding the test requirements. Performing exploratory testing at various stages of the life cycle. The testing team was well trained to scope the work, ask the right questions, and deliver a valuable output within a few hours. Exploratory testing is done to analyze a product, think critically to evaluate risks and craft test cases that systematically explore the product. Worked in conjunction with the development team, develop an automation framework that fits the unique requirements of the project. We have automated tool QTP and automated tests around the application which enabled rapid iterations ultimately resulting in a bug free user friendly functional software.