World's largest healthcare accreditation firm leveraged Azure Search and Machine Learning / AI to optimize and enhance employee productivity.

Customer

The organization is a not-for-profit firm that accredits and certifies nearly 22,000 healthcare organizations and programs in the U.S.

Business Challenge

A healthcare organization was amid a digital transformation initiative to achieve business agility. They wanted to **improve accuracy** in its standards document and **reduce manual** and **laborious tasks, impacting productivity.**

The organization maintains state-of-the-art standards that focus on improving the quality and safety of care. They have several surveyors who assess organizations and were challenged to:
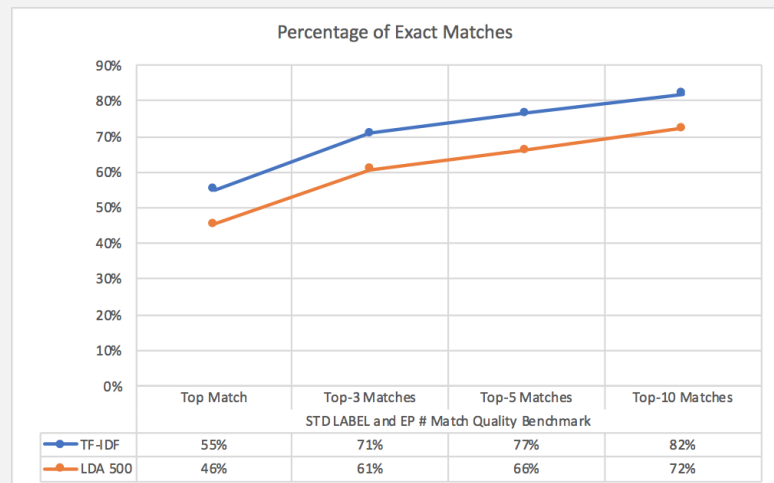
- Remember the standards and their elements to assign against each observation logged
- The present system requires them to look up codes outside of the form they use to capture the information

The manual process was prone to errors, time-consuming and was not cost-effective. The customer required a robust system that can prompt the surveyor in real-time and set standard labels and performance elements to **reduce discrepancies**.

Business Solution

After extensive research and consultation with the customer, WinWire developed a Machine Learning model leveraging around 10,000 historical data rows. WinWire implemented the following to support the customer:

- Offered a flexible solution that can continuously learn from the finding's surveyors enter and the standard labels, elements of performance they choose to associate with their findings

- Leveraged **Machine Learning** for their LOB applications to ensure the surveyor chooses appropriate safety standards

- **Implemented AI-powered Intelligent search** to ensure the best-matched results are provided to users reducing discrepancies and saving time during the business

Percentage of Exact Matches

STD LABEL and EP # Match Quality Benchmark	Top Match	Top-3 Matches	Top-5 Matches	Top-10 Matches
TF-IDF	55%	71%	77%	82%
LDA 500	46%	61%	66%	72%

Business Value

- Enhanced employee productivity
- Improved the accuracy of the documents
- Reduced the time for the surveyors takes to select the correct standards codes for each observation