Fidelity
Health Services

MANAGING HIGH INFLUX OF ICSRs

GOAL

Achieving 100% compliance while managing increased case volume

DETAILS

Fidelity Health Services (FHS) was awarded the project of end-to-end case processing with a preliminary volume of 1.2K/month cases, and the FHS deployed the case processing team accordingly, with mapped target calculations. However, for some unknown reason, the case volume began flooding with nearly twice the amount, i.e., 2.3K/month. FHS was asked to manage the volume in accordance with a pre-defined milestone and to obtain prior approval if there would be any departure from it.

tarun@fidelityhs.com | nisarg@fidelityhs.com

FHS' APPROACH TOWARDS PROJECT:

- Evaluation of the increased quantum of ICSRs and mapping them against manpower requirements with a set target strategy.
- Strategically planned daily, weekly & monthly targets for each ICSR workflow
- Trackers & daily targets made this process more efficient
- Ramped up the team at a short notice and developed a capable team which has been delivering on all SLA parameters
- Started reward & incentive program and remote working facility for employees, encouraging them to work on weekends and holidays
- Quality score has consistently been above 98%,
- Submission compliance was 100%

RESULT

Managed and delivered increased case volumes while maintaining 99.9% SLA compliance (quality and TAT)

OUTCOME

Client appreciation and satisfaction

Awarded with additional project from same client

Our Services

- **Drug Safety Services**
- **Medical Information System**
- **Resource Management**
- **PV Consulting**

Contact Us

Canada - Toronto **UK** - London
India - Pune **India** - Ahmedabad **India** - Mumbai

tarun@fidelityhs.com | nisarg@fidelityhs.com
+91 95376 33316 | +91 89804 73174