Quality Services

Our Market Prospective

As Medicaid programs continue to evolve in support of changing regulations and continued financial pressures, vendors providing Medicaid Enterprise System (MES) solutions are having to continue to adapt their solutions to support current challenges and future initiatives. This evolution is especially apparent with the modularity approach, which has created a new dynamic to what has previously existed in the market for years. With this system transformation, a similar transformation is underway with respect to Quality Assurance (QA) and Testing. As IT platforms have evolved to align with modular requirement, a similar transformation is underway in the QA and Testing space to ensure continued IT reliability to all of the stakeholders within each state's Medicaid program.

The Centers for Medicare and Medicaid Services (CMS) expects continuous quality improvement (CQI) and through QA and testing, these improvements are verified as functional improvements. The CQI process involves a continuous monitoring of the implementation of each program, methods for remediation or addressing identified individual problems and areas of noncompliance, and processes for a) aggregating collected information on discovery and remediation activities, and b) prioritizing and addressing needed systems changes on a regular basis. Through an ongoing process of discovery, remediation, and improvement, the Medicaid programs assure the health, safety and welfare of the members by monitoring (a) level of care determinations; (b) plan and services delivery; (c) provider credentials ; (d) member health safety and welfare; (e) financial oversight and (f) administrative oversight regarding the quality management (QM) of the programs.

Medicaid programs can continue to expect changes and as the changes are implemented, each program must have the confidence to adapt their current system to the future needs while remaining functional during the process. Due to the modularity MES approach, QA and Testing can no longer be a simple process, easily conducted on a single system. Multiple modules may be undergoing concurrent updates via different vendors and will need to be tested to assure not only that the updates are properly functioning but also that the cross-functionality between modules and/or vendors has been maintained. CMS is pushing for QA processes that are seamless; effectively put in place to ensure quality services for all stakeholders and efficiently structured processes that promote quality of care for Medicaid members.

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a) Level of care determinations
b) Plan and services delivery
c) Provider credentials
d) Member health safety and welfare
e) Financial oversight
f) Administrative oversight

The interoperability between modules requires a similar interoperable QA and Testing strategy to validate that data quality and system functionality is maintained between modules and vendors. The goal of modularity is to streamline the overall process and make it more efficient; the overall goal is to improve the member quality of care and this is dependent upon the quality of the data and system functionality involved. QA and Testing must be thoroughly conducted to ensure that the MES enterprise will be able to meet the needs of each stakeholder.
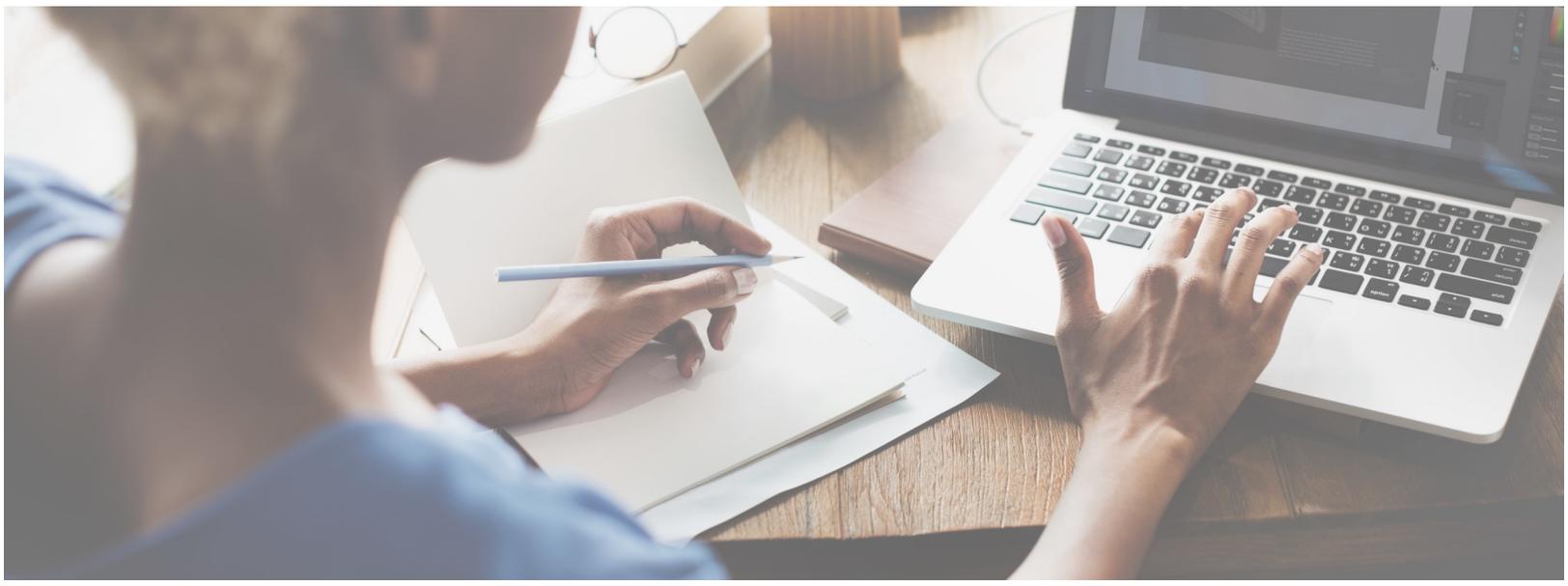
Potential Impact on Your Organization

QA is vital for all new systems as well as updates to existing systems to maintain module/system functionality and data quality. Minimal or incomplete testing can result in limited system functionality and require manual assistance to preserve operations. It can also create data integration challenges since there will be a dependency upon the disparate modules to function together as a whole and noncooperation will cause system limitations. A close evaluation of the data and its integrity at every stage is needed to ensure system and data integrity has not been tarnished.

In addition to the individual module and vendor relationships, programs must also consider the end users such as providers and more importantly the members. An increased focus on 360° healthcare, treating the whole patient and not just the symptoms, has garnered interest in recent years as a way to decrease downstream spending. Ensuring that members have access to adequate food, clothing, and shelter can decrease healthcare costs. This means an MES will not only need to be able to function optimally between modules and vendors, but also between multiple government agencies. Additionally, this inter-agency cooperation necessitates transparency to ensure that any issues or defects can be identified and isolated to the originating system/module and therefore corrected with minimal impact to operations. As the technology evolves into a greater variety of platforms, such as self-service portals for members and providers, apps, emails, texts, etc., it is important to limit disruptions in service that could ripple out through every access point and impact users. QA before, during, and post implementation is essential to identify where issues could occur and pre-emptively resolve them before a significant (or even a minor) interruption occurs.

Data quality will be put to the test as new modules are implemented and modernized testing processes will need to be utilized to ensure data quality remains contest across the MES enterprise. Without QA's ability to resolve dependencies across all modules within the MES, the system is at risk for having corrupt data, limited functionality, and challenges across the enterprise which causes disruption to the primary goal of 360° healthcare.

Quality Management

End-to-End Testing

End-to-End Testing ensures the overall functionality of the system from start to finish.

System Integration Testing (SIT)

SIT is conducted on a complete integrated system to verify that the system meets any and all requirements.

Stress Testing

Stress Testing ensures that the system can handle heavy workloads and verifies its durability.

Operational Readiness Testing (ORT)

After the code is deployed to production, operational readiness testing is conducted to verify that the system is ready for release to end users.

Functional Testing

Functional testing is used to ensure that that the system meets all of the functional requirements.

User Acceptance Testing (UAT)

UAT allows the user to verify that the system meets their requirements and needs.

Regression Testing

After system updates or changes, Regression Testing ensures that the system is still functioning optimally.

How We Can Help

S2Tech has a proven track record of providing quality services through targeted, domain-specific resources. Our staff is knowledgeable of best testing practices and is recognized in planning, process development, and testing to ensure quality outcomes. Our staff has experience on a wide array of platforms, programs, and testing methodologies and phases. S2Tech has played a substantial role in driving the testing methodology during System and Integration projects throughout the years. Our experience expands from black box testing to waterfall to agile and we are now adapting towards the future. From government healthcare to commercial healthcare – our teams have proven success in both domains.

Industry Standards and Domain Expertise

S2Tech is recognized for years of industry experience in testing processes, documentation and reporting. Our Quality Services staff is proficient in developing test strategies and test plans; test environment preparation and maintenance; test execution and test reporting. S2Tech provides domain-experienced Quality Services resources based on thorough understanding of business processes, policies and technological solutions.

Flexible staffing model

S2Tech understands that the approach to quality assurance and quality control is not a "one-size-fits-all" approach and must be tailored based on a client's need. Because of this, S2Tech's flexible staffing model allows us to identify and provide the best resources regardless of geographic location. Testing teams can be co-located with our clients, located at our development center in Jefferson City, Missouri, or even offshore at our development center in Hyderabad, India. Regardless of the location, S2Tech has a solid track record of delivering quality results for our clients.

> *With Agile methodology, our testers are able to test as each portion is developed and our staffing model allows for developers and/or testers to work on opposite shifts to accomplish tasks that much sooner.*

Technologies

S2Tech resources have supported various QA projects across the country in which our resources have been able to attain experience on the latest technologies such as IBM Rational Tool Suite, Team Foundation Server (TFS), JAMA/JIRA… Our employees are constantly looking towards "what's next" to maintain their/our competitive edge while maintaining their skillsets with previous technologies to be able to smoothly transition from one project to the next.

Past Experience

S2Tech has a proven record of providing highly experienced resources that are capable of adding invaluable insight to their current project based on past experience. Some of the ways we have been able to help in the past as well as lessons learned are elaborated below:

- *S2Tech has been on the ground to look at how to help a state progress their maturity level (MITA assessments) by automating workflows, from the analysis to development/design, to testing, implementation, and training the state post-implementation so that they are able to take over automating workflows for changes that will keep their systems advancing in the future.*

- *S2Tech has had a large impact on the approach to testing on the majority of QA projects that we have been a part of and has even built automation testing for a client and eventually trained them on the tools so that they would be able to execute regression testing on any new changes to the system after it was implemented.*

- *S2Tech has been collaborating with our customers to learn their business needs and to address the inefficiencies by automating portions to ensure that this makes the system more efficient and cuts down on the project cycles needed to support the program. Our experience has allowed and continues to allow us to understand the values of each state and their population (North Dakota is passionate about their Native American reservations, South Carolina is passionate about migrant workers) so that we can create scenarios and test cases focused on their importance to the individual states.*

- *In partnership with our clients, we have been developing comprehensive use cases, test plans and test cases to ensure testability and traceability of business and technical requirements. Based on our experience, S2Tech would recommend utilizing real life scenarios to ensure the system will function properly once in use and has been tested beyond just how the system is configured but how it will work and ensuring that it will fit the clients' business needs and requirements. This approach ensures that not only has the system been designed correctly but functions as required.*

While we understand that every project is different and has different needs, these examples demonstrate past successes and more importantly the capability of our resources to adapt to enhance program project goals.

Want to Discuss How We Can Help?

S2Tech aligns our incentives with our clients' objectives and works to maintain positive client relationships by adhering to our mission statement of "delighting the client".

> *Did you know* that S2Tech received a rating of 4.8/5 on a recent customer satisfaction survey? Are you as satisfied with your current partners?

S2Tech has assisted on many healthcare projects and would be honored to help make your project a success. Contact Matt Moreau today to share your project details and find out how we can meet your needs.