Shared, timely information is essential for efficient and comprehensive healthcare. This is particularly crucial when that care is given to patients at home, separated from the traditional resources of the hospital. When medical practitioners care for patients in their homes, they need access to information that is not only reliable, accurate and timely, but also mobile.

To solve this market gap, VHA Home HealthCare is implementing an integrated Single Electronic Health Client Record for personal support, nursing, and rehab. The company partnered with George Brown researchers to analyze and document the requirements for customized software to be used in the field by VHA staff.

The project required the expertise of students from the Information Systems Business Analyst Program. Working closely with the VHA Home Healthcare group under the direction of Principal Investigator Tyler Krimmel and Co-Investigator Carrie Pajotte, student teams elicited business and system requirements for VHA’s Single Integrated Health Record system.

Student Nitant Jani explains the project as working backwards towards a solution. “We were trying to do gap analysis. We had an off-the-shelf solution, and we had to find out if it fit or not.” This analysis was helpful for VHA. “They had an idea about how their system worked in the field, but there wasn’t documentation. So now everybody’s on the same page.”

According to Krimmel, projects like this one are vital to building soft skills that are crucial to the new global innovation economy, like self-confidence and communication. “Students build an awareness of the complexities in dealing with multiple stakeholders, managing multiple levels of management.”

Jani agrees. “The most important thing was to have the experience of the organization, and learn how business people communicate.”

In the end, VHA got their answer. For Jani, the project held another achievement: “I got the job!” Jani is now working directly with VHA, continuing to refine the mobile solution.