



# HEALTHCARE SERVICES & IT SOLUTIONS

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*Transform your mission with ASG's powerful, result-driven solutions*

## A Square Group LLC (ASG)

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Group

## List of Our Services

ASG's Healthcare Services and IT solutions enable our clients to gain valuable insight, achieve efficiencies and drive innovation. With the onset of new healthcare regulations, the need for effective and integrated IT systems has become a foundational requirement for any agency's success. Our IT solutions help to drive healthcare transformation while successfully delivering upon these projects within timeframes and budgets.

### ROADMAPS AND STRATEGY

From the start, we work with stakeholders to create a business-focused vision and strategy based on available data. Then we develop business intelligence architectures based on those business requirements, backed up by the technology that will deliver the results enterprise needs.

### AGILE PROCESS AND PROJECT MANAGEMENT

ASG helps projects to adopt Agile for improved predictability, ability to deliver high-quality deliverables, innovate and improve time to market. Our experienced team of scrum masters have helped clients to increase revenue with a complete transformation to become 'truly agile'. ASG also provides coaching and training to Application Development Organizations (ADOs), using the Scaled Agile Framework (SAFe) 6.0 to ensure coordination and communication can be planned and implemented at an enterprise level.

## **AGILE ANALYTICS**

Our Agile Analytics consulting team helps organizations achieve the shortest distance possible between a) analytics strategy/ development / improvement, and b) return on investment. Our practice internalizes the guiding principles that make agile analytics so appealing for organizations that depend on “speed-to-solution” application development. With these ideals in mind, ASG’s Agile Analytics consultants possess the highest training and certification levels in the cutting-edge tools and methodologies we employ:

- Parallel, rapid prototyping and testing
- Containerized CI/CD and embedded ML/AI
- ingestion accelerators
- Pre-built industry analytics modules
- Analytics-ready enterprise data lakes and data warehouses

## **BUSINESS INSIGHTS**

We specialize in developing robust, scalable dashboards and reporting. We incorporate design thinking principles into our user interaction/user experience (UI/UX) consulting to put the users first and build solutions that they quickly adopt and rely on. Harnessing the speed and agility of agile analytics and leading-edge data visualization software, our teams quickly build, test, and deploy dashboard analytics and reporting functions for a host of diverse business users. From senior executives and managers to administrative support, ASG’s dashboard and reporting solutions help business to connect cross-channel data points.

## **DEVOPS**

ASG can assist your core team in ensuring a full- fledged integrated functioning of the delivery pipeline automation cycle and in adapting your automated deployment cycle to changes. ASG’s DevOps team assess DevOps maturity level including DevOps culture, processes, and tools. Our experts audit existing

DevOps practices, infrastructure, and existing development pipelines and then implements continuous delivery pipeline automation and optimization.

## **DEVSECOPS**

With rising cyber threats and vulnerabilities in the digitally advancing IT world, IT leaders are looking for airtight security measures in the development lifecycle. Implementing a DevSecOps framework reduces chances of vulnerable code and potential security exploits, ensuring seamless security and resilience of applications.

ASG's DevOps security model endorses a culture of security, that matches your CI/CD needs with minimum disruption to operations, accelerated go-to-market rates. We deploy automated code review and testing, microservices architecture, containerization, and cloud security tooling in order to deliver the desired results.

## **COMPLIANCE & SYSTEM MONITORING SERVICES**

### **Anomaly detection**

Building, training, and deploying Machine Learning models into real-life environments. Minimize risks in IT management processes using machine learning.

### **Fraud detection and prevention**

Protect applications, services, and operations from fraud using machine learning and decision automation. Our solutions provide real-time fraud analytics and prevention by integrating with transactional systems and data streams

### **Deep learning**

Development of algorithms based on artificial neural networks for more complex data processing purposes.

### **Natural language processing**

Creating applications capable of understanding and processing human language to gain valuable information.

### **Sentiment Analysis**

Classifying a text to a class using various survey data. Depending on the dataset and the reason, our solutions provide Sentiment Classification in binary (positive or negative) or in multi-class (3 or more classes).

### **Trend Analysis**

With access to the large source of historical data our experienced analysts conduct the analysis work, assess the data, identifying and tracking signals and their prominence during the monitoring period.

## **DATA SCIENCE & ADVANCED ANALYTICS**

### **Data Analytics**

ASG helps clients to make predictive, data-driven decisions that accelerate innovation and increase ROI with modern data analytics. We capture the most value from the data not just through world class analytics but by critically evaluating the data stack itself, identifying gaps, filling them, and then activating with predictive and prescriptive analytics. Our data analytics consultants not only build meaningful dashboards, but also demonstrate how to reveal insights that improve outcomes. We empower business users to visualize and analyze data through intuitive interface, while maintaining data governance and minimizing labor-intensive BI tasks.

- Cloud-enabled. Multi cloud computing.
- Resiliency (automated re-start, recovery)
- MPP (massively parallel processing)
- Auditability for all ETL and ELT processes
- Containerized CI/CD and embedded analytics
- Standards-driven design and code

## **SOFTWARE/LICENSE PROCUREMENT AND MANAGEMENT**

- Contract procurement, including negotiating favorable terms for large-scale purchases, facilitating cost savings and timely renewal of existing licenses
- Efficient license renewal, and processing of new procurement requests
- Strategic upgrades of tools:
  - Develop, maintain, and update strategic tool packages used at an enterprise level such as JIRA, Confluence, GitHub, MiniOrange, Slack, and SonarQube.
  - Upgrade critical environments, addressing vulnerabilities and ensuring compatibility with the latest standards.
  - Implement robust security measures such as geofencing for MiniOrange URLs, refreshing SSL certificates, enable GitHub Actions and Packages to enhance overall security and functionality.

## **CONTACT CENTER SERVICES AND SOLUTIONS**

- Tier 1 and Tier 2 Help Desk Support
- Skills-based routing via Automatic Call Distributors (ACD)
- Agent management and performance monitoring
- Virtual Assistant, multi-tier help desk with self-service options, including Interactive Voice Response (IVR), webchat, and web portal
- Multi-Channel and Multilingual for a personalized experience
- Integrated CRM, creating a real-time, event-based link between customer relationship management or ticketing software platforms and response center.
- Incident Lifecycle Management, using ITIL based and AI-powered case management process to identify, investigate, classify, track, and resolve issues.
- Training and Content, including categorization and content management, knowledge management portal creation and maintenance, CSR, and IVR scripting.

- Quality Assurance

## **MEASURES AND INSTRUMENT DEVELOPMENT SUPPORT**

ASG is a Healthcare Accountability & Measures Authority striving to improve population health outcomes that are patient centric and embody value-based care (VBC) quality that is practice and community focused. Utilizing Technology, Data and Measures, ASG can assist organization with Strategic Planning, Health Policy, Clinical Quality Measures (CQM/eCQM/dQM) Development, Testing, Implementation and Endorsement, Practice Improvement Activities, and Educational Services.

ASG's subject matter experts (SME's), sit on multiple CMS Measure Development Expert Panels, including the Patient Safety Measures of Hospital Harm Technical Advisory Panel (TAG), Patient Safety Indicators Technical Expert Panel (TEP), and PRO-PM for Depression in Primary Care Practices TEP. and was the 2021 Consensus-Based Entity (CBE) Scientific Methods Panel (SMP) Senior Consulting Advisor leading measurement science endorsement methodology and Health Equity and Health-Related Social Needs (HRSN) expert for the National Quality Forum (NQF).

ASG is an HL7® Fast Healthcare Interoperability Resources® (FHIR) Standards developer in Clinical Quality Improvement (CQI) and long-standing Healthcare Terminologist (e.g., ICD-10, CPT, HCPCS, SNOMED-CT, LOINC, RxNorm).

As clinicians, researchers, methodologists, informaticists, and healthcare programming leaders, ASG offers both innovation and "real-world" practice-based accountability solutions that genuinely reflect today's practice environment, care settings, and patient needs.

We bring a unique blend of practicing physicians, MD and Nurse Informaticist, Statistician, PhD's in healthcare policy, regulatory, and healthcare technology experts to meet the Centers for Medicare & Medicaid Services (CMS) domain-specific requirements related to the MIDS task areas.



### About A Square Group, LLC

At A Square Group (ASG), we enable clients to achieve their business goals through technology, process, and governance. Our experienced professionals work in partnership with our clients to ensure their investments deliver superior results – increasing business efficiency and improving business processes. We ensure our solutions integrate with all aspects of our clients' business: their business systems, work practices, corporate strategy, culture, and people. Our record of excellence in service stands as our hallmark as we continue to increase our client base. ASG's dedication to clients is demonstrated every day in the way we interact with each individual.

### Areas of Expertise

Artificial Intelligence (AI), Machine Learning (ML), Cybersecurity, Identity and Access Management (IAM), Software Development, Mobile Development, Cloud Computing, DevSecOps, CI/CD, Cloud Migration, Healthcare Services & IT Solutions, Measures and Instrument Development & Support, Data Center Services, Data Analytics, Big Data, Training & Outreach, Web Development & E-Learning, Agile Transformation, and Digital Transformation

**A Square Group is a Minority, Woman-Owned, Small Disadvantaged Business.**

**CMMI L3 (Dev & Svcs) | ISO 9001:2015 | ISO 20000-1:2018 | ISO 27001:2013 Certified**

### Contact Us

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