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Case Study

WACHS Contract Management Architecture

Transition Roadmap, Solution Architecture and Integration Architecture for a Microsoft Dynamics 365 Contract Management System

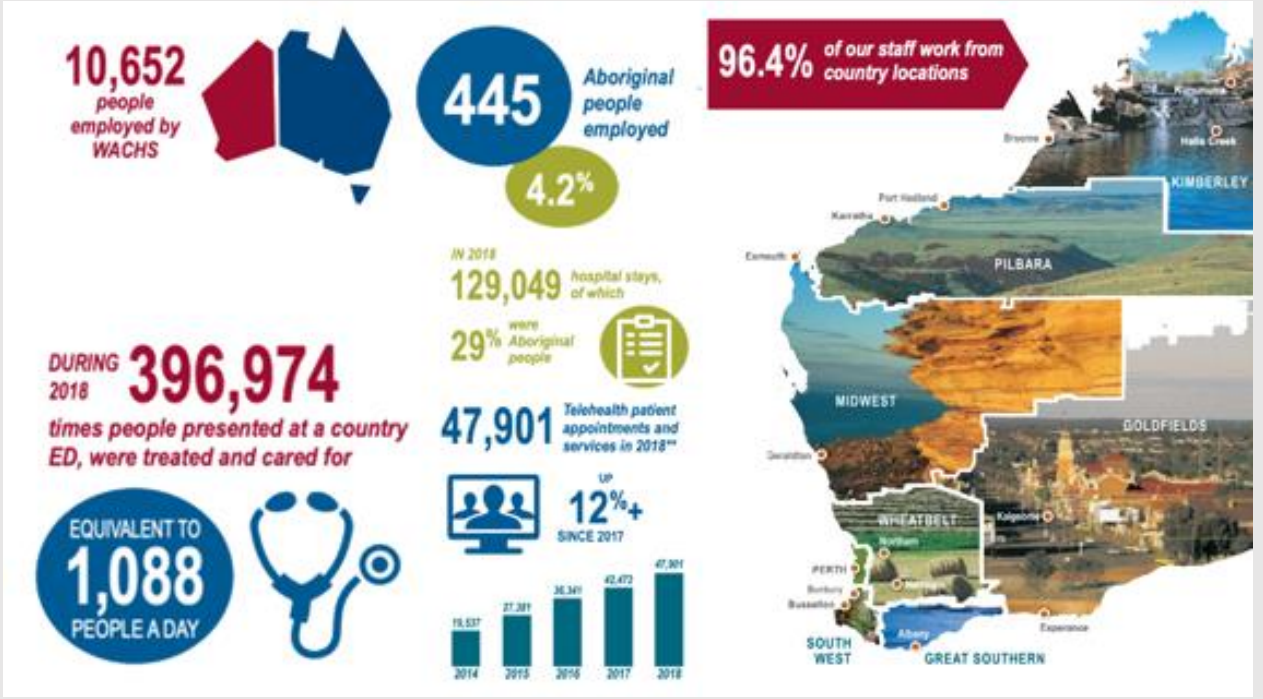


The Client

The WA Country Health Service (WACHS) is committed to providing quality, accessible health services to the regional population of Western Australia.

Its services span across an area of more than 2.5 million square kilometers, servicing a diverse population of more than 500,000 people.

Across the state, WACHS has six large regional health campuses and 15 district health campuses, supporting 46 small hospitals, 43 health centres and nursing posts, 24 community based and four dedicated inpatient mental health services, and may other smaller facilities.



Overview

As part of the multi-year Medical Workforce Change Program, WACHS committed to deliver a **new central contract management solution** using Microsoft Dynamics 365. The new solution would **replace multiple legacy systems** and simplify the process of generating and managing contracts for their medical workforce.

WACHS engaged Interfuze to develop a **solution architecture** for their new contract management system together with the delivery vendor. To further streamline processes and reduce double handing, the solution must be integrated with key WACHS systems, including the records management system (TRIM) and Adobe Sign to enable clinicians to sign contracts using electronic signatures.

This scope was soon extended to provide a **transition roadmap** and **supporting architecture** to deliver the solution to multiple Health Service Providers and enable integration with a new state-wide credentialing system and HR system that was being rolled out in parallel by Health Support Services (HSS).

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The Challenge

- **Architecture & Solution design** for digitization of medical contract creation and management using Microsoft D365.
- **Extension** of the original WACHS only design to a system that could support multiple Health Service Providers.
- Design needed to support multiple integrations with key systems such as HR, medical workforce credentialling and records management, several of which were being decommissioned and replaced during project delivery lifetime.
- **Transition roadmap** and **architecture** to ensure both current and future integrations were supported, including currently live Rostering system.

The Approach

- Detailed **analysis** was conducted to map the data that will be handled by the contract management processes to the relevant source and target systems during the transition stages.
- An **integration roadmap** was developed identifying the integration patterns and services for each stage of the transition roadmap.
- Detailed **process maps and integration specifications** (service contracts) were developed to capture the data requirements and integration patterns for each integrated system.
- **Solution design** developed with ongoing liaison with the IT design authority.

The Solution

- Interfuze architected the new D365 contract management solution to be **decoupled** from the existing D365 rostering solution to allow both solutions to evolve independently during the transition period.
- Interfuze designed and built a **dedicated integration platform** using **Azure Integration Services**. The platform runs entirely in a secured private network and uses Infrastructure as Code (**IaC**) principles and DevOps pipelines to deploy integration components from development, via test environments through to production.
- In addition, Interfuze designed and built a **file scanning service** on the platform that allows files that are uploaded to the D365 application to be scanned and processed in real-time.

The Results

- A dedicated integration platform in WA Health's Azure tenancy that is **DevOps ready** and aligns with the Department's Azure reference architectures and standards. Enabling the D365 Contract Management solution to:
    - **Seamlessly transition** from soon to be legacy HR and rostering systems legacy source systems to the target state over the next 18 months.
    - Be **extended and rolled out** beyond WACHS to other Health Service Providers.

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Think we can help solve your problem?

Reach out to Lindsey or Tim

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