


TAILWINDS

THE UI FOR AI

BUILT ON  **Amazon Bedrock**

POWERED BY  **IBM watsonx Assistant**

Perla

Perla, a healthtech software company, provides comprehensive compliance and credentials management solutions for long-term care organizations. Their HIPAA-compliant platform helps healthcare administrators streamline and automate critical administrative tasks, ensuring regulatory compliance while reducing operational overhead. Facing increasing demand and ambitious growth targets, Perla partnered with Innovative Solutions to assess how to enhance their platform with advanced AI capabilities.

Through the implementation of Innovative's Tailwinds platform, via proof-of-concept for the purposes of this engagement, for AI workflow automation, Perla was presented with an approach to transform their compliance management system into an intelligent, predictive platform capable of handling complex compliance requirements at scale. The potential solution is estimated to result in a 40% reduction in administrative workload and could position Perla for expansion to serve 1,000 institutions and 500,000 users

BUSINESS OBJECTIVES

1	Develop an AI-powered compliance management system with natural language search capabilities
2	Automate credential verification and license tracking processes
3	Enable proactive compliance monitoring and notification systems
4	Scale platform capacity while maintaining HIPAA compliance
5	Streamline audit reporting and documentation processes

THE CHALLENGE

Perla faced several critical challenges as they prepared for significant platform expansion. Their existing system, while functional, required substantial manual intervention for complex compliance queries and report generation. Healthcare administrators spent countless hours manually verifying credentials and creating compliance reports, leading to potential delays and increased risk of human error.

The company needed a solution that could scale efficiently while maintaining strict HIPAA compliance and data isolation requirements. Additionally, they sought to simplify the user experience by implementing natural language search capabilities, allowing administrators to quickly access and verify healthcare worker credentials without navigating complex database queries.

THE SOLUTION

Innovative designed and deployed a proof of concept and is prepared to implement a comprehensive AI solution using Tailwinds, Amazon Bedrock, and IBM's watsonx software running on AWS to create a secure, scalable compliance management system. The solution includes:

- ✓ Integration with Amazon Bedrock for natural language processing capabilities, enabling intuitive search and verification of healthcare worker credentials
- ✓ Implementation of automated license tracking and expiration notification systems using AI-driven workflows
- ✓ Development of intelligent reporting tools that automatically generate compliance reports based on user-defined policies
- ✓ Creation of secure, data silos ensuring HIPAA compliance and data isolation
- ✓ Implementation of scalable architecture supporting future EMR/HR system integrations

ARCHITECTURE

The solution leverages AWS's robust security features and Tailwinds' AI workflow automation capabilities to create a highly secure and scalable platform. Key components include Amazon Bedrock for AI processing, Amazon S3 for secure document storage, IBM watsonx Assistant as an interface, and AWS Lambda for serverless computing, all orchestrated through Tailwinds' intuitive application.

TRANSFORMING THE CUSTOMER EXPERIENCE

The implementation of AI-powered capabilities through Tailwinds has the power to revolutionize how Perla's customers manage healthcare compliance. Administrators would have access to intelligent search capabilities, automated monitoring, and proactive notification systems that significantly reduce manual workload while improving accuracy.

ESTIMATED KEY RESULTS

40% reduction in administrative time spent on compliance management

60% faster credential verification process through natural language search

90% improvement in proactive compliance monitoring and notification

Capability to scale to 1,000 institutions and 500,000 users

Zero compliance breaches during platform enhancement

CUSTOMER TESTIMONIAL

"Innovative Solutions understood our unique challenges in healthcare compliance and designed a solution that exceeded our expectations. We look forward to potentially offering our healthcare clients an intelligent compliance management solution with natural language capabilities that saves them valuable time while ensuring absolute accuracy. What used to take hours would then take minutes and allow them to focus on more strategic tasks."

- Reza Ghafoorian, MD, Esq, CEO of Perla

WHY WORK WITH A GENAI PARTNER

Innovative Solutions is a Premier Tier AWS Partner, specializing in AI and machine learning solutions. Our Tailwinds platform, coupled with expertise in Amazon Bedrock and IBM watsonx Assistant, enables businesses to leverage cutting-edge technology to solve complex challenges and drive growth rapidly and efficiently. For more information on how Innovative and our Tailwinds platform can help transform your business, visit innovativesol.com/tailwinds.