



**RISKCEDE**

Survey Solutions



# Introduction

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The survey project aims to obtain information from participants, analyse and mine it, and provides the client with findings and insights.

All survey questions are designed to be grouped together to give insight into different areas of importance.

Statistics are interactive and allow the users to look for patterns or investigate specific subsets of data. Emphasis is placed on correlations in order to find results that might influence each other.

Reports can be automated to be emailed to the client at regular intervals.

# Medical Aid Surveys

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The following three types of surveys will be available to the registered user.

# 1

Standard

## Scheme Feedback

Surveys on all forms of contact with the scheme, e.g. call centre, written correspondence etc.

## Fraud Tip Off

This function also enables the administrator to share the gathered information with other clients.

# 2

Ad hoc

An **annual** RiskCede industry survey.

# 3

Triggered

**Hospital Admissions** - Detailed feedback.

**Chronic Disease Registration** - Detailed feedback.

# +

Add - ons

Further to the above set of surveys, **a library of additional surveys** and **projects** can be built, tailored, targeted and deployed which will then be added to the list of projects that the user has already registered for.

# Analysis & Reporting

The statistics website uses user authentication to determine viewing rights, and performs statistical modelling as well as graphical data analysis.

A standardised set of analyses are performed on all data sets, including correlation and KNN clustering, as well as geo mapping, if available. Data mining results are presented with histograms and radar plots. All these results are interactive and can be viewed for all subjects or only for a subset with a particular interest.

Results are compared to the rest of the industry to indicate areas where there are disparities.

All data is analysed in real-time. Reports can be downloaded from the website for the latest findings, or can be scheduled to be emailed at regular intervals, or even when a certain event takes place.

## Medical aid survey analysis



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Logged in as:  
Medical Scheme

571 participants have completed this survey, 28 are members on your scheme.

The data used in the analysis gets updated every one hour.  
The last update was at 2017-05-08 12:10:13

In all cases the Industry is all schemes excluding your scheme.

The data in the models allow for interactive analysis, below is access to a static report.

A full report on the eventual results will be made available once datamining has been completed after project end date.

Download report  
[Download](#)

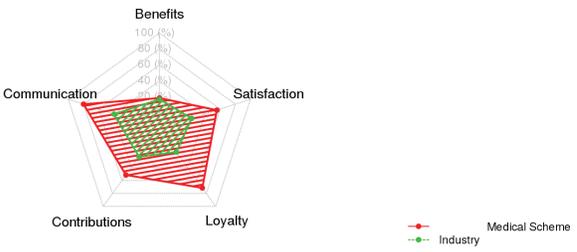
[Introduction](#) | [Summary results](#) | [Geographical](#) | [Correlations](#) | [Clusters](#) | [Detail results](#) | [Free text](#) | [About us](#)

### Survey results (more info)

Select a question category:

Select a specific question:

Select a response:



Category	Medical Scheme (%)	Industry (%)
Benefits	~85	~65
Satisfaction	~80	~60
Loyalty	~75	~55
Contributions	~45	~65
Communication	~40	~60

# Software Framework

The software framework is designed from the database upwards, thus all front end applications (mobile and web admin pages) are rendered dynamically, based on the database.

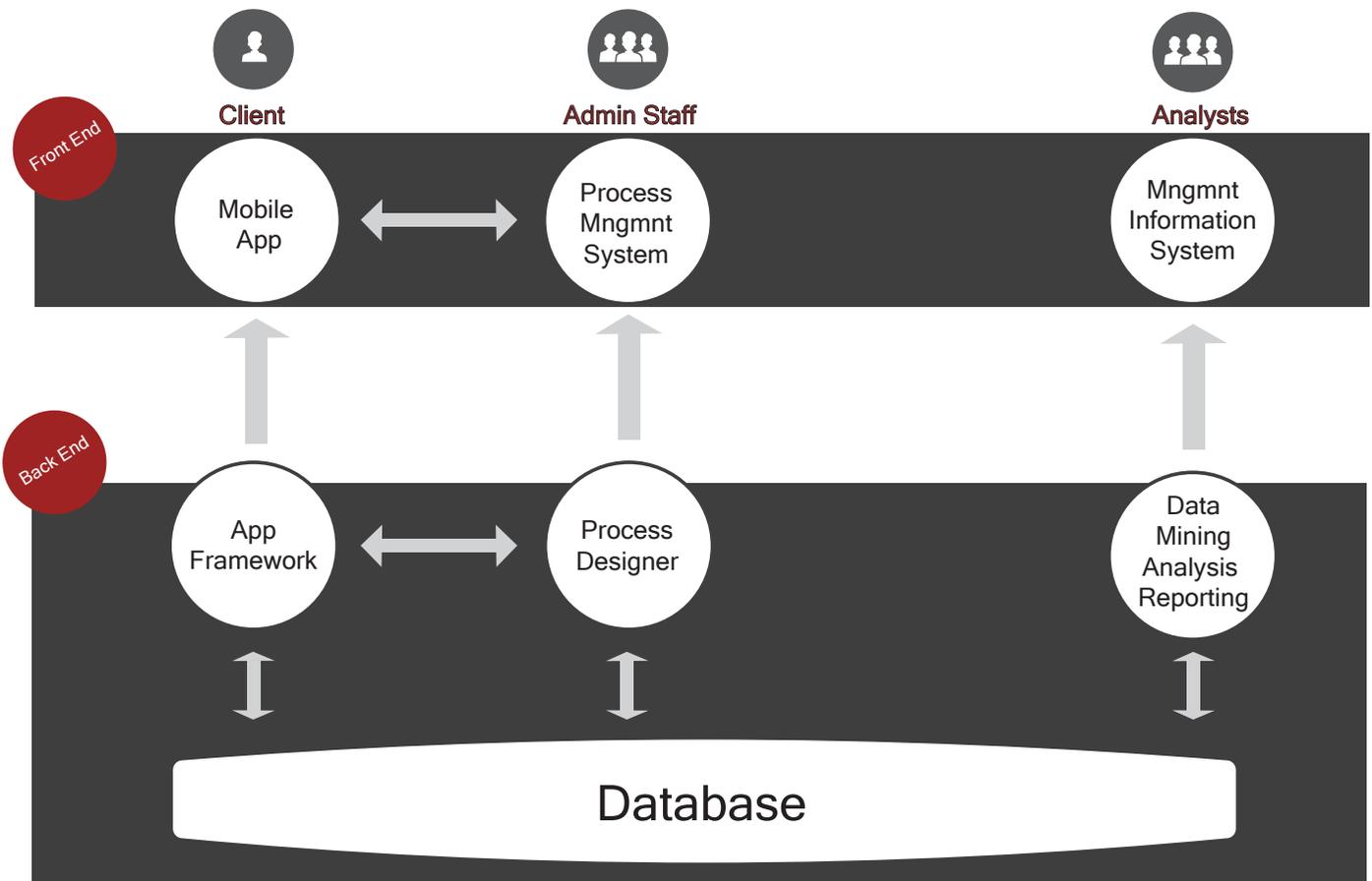
During the design phase a process flow designer is used to create projects with specific purposes/processes. At runtime the different instances follow these process patterns.

The reporting software uses this live data to report on and trigger warnings in predetermined outcomes.

Because of this design, adding projects is easily achieved and integrated to the existing front end projects.

There are three users of the final product, the participant (mostly on the mobile app) and the admin users, both system admin and analysis.

All the solutions are online, thus no desktop installation is required.





# Mobile Application

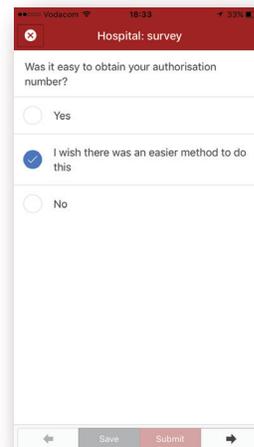
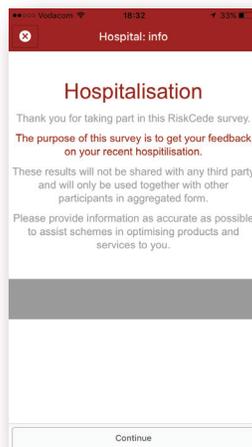
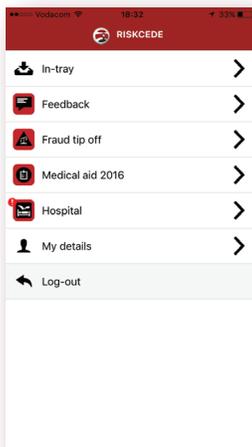
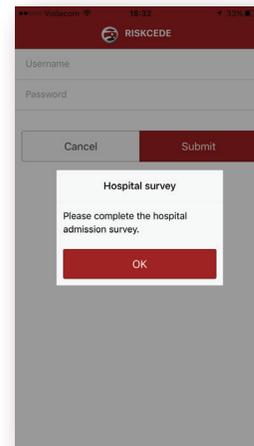
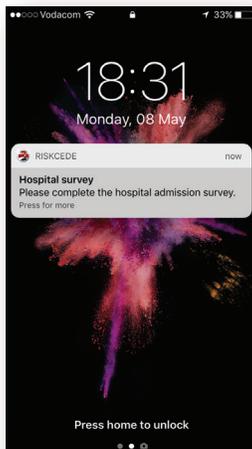
The mobile application builds up dynamically from the server workflow projects. This means that once a participant logs in, the application collects all projects assigned to the participant and displays it in his/her in-tray.

When a new project is launched, a notification is sent to the participant's phone (notifications are set up during the process design and can be set to be sent at any stage of the project).

Some projects cycle continuously and are available again after completion, while others are removed from the participant's in-tray once they are completed.

All data captured from the app contain information on the location and the time of the event as well as the user.

Lastly the projects can include content such as questionnaires, messages, basically all the step types available on the server. This content is optimised to be displayed on a small screen.



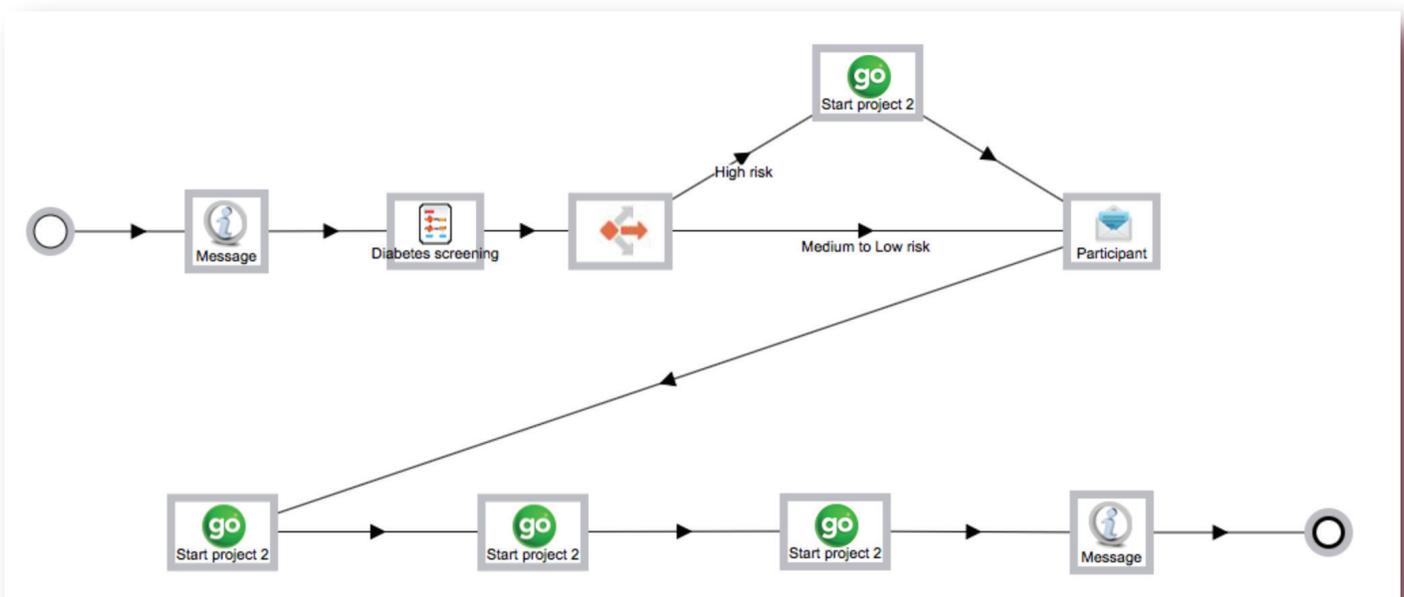
# Process Flow

Once an instance is initiated for a participant there is a specific process flow to follow, these include events and their outcomes, decisions based on these outcomes, targeted communications and everything else the project requires to reach its goal. There are currently 44 of these step types available and new ones can be developed as necessary.

Below is the process flow for the diabetes screening project:

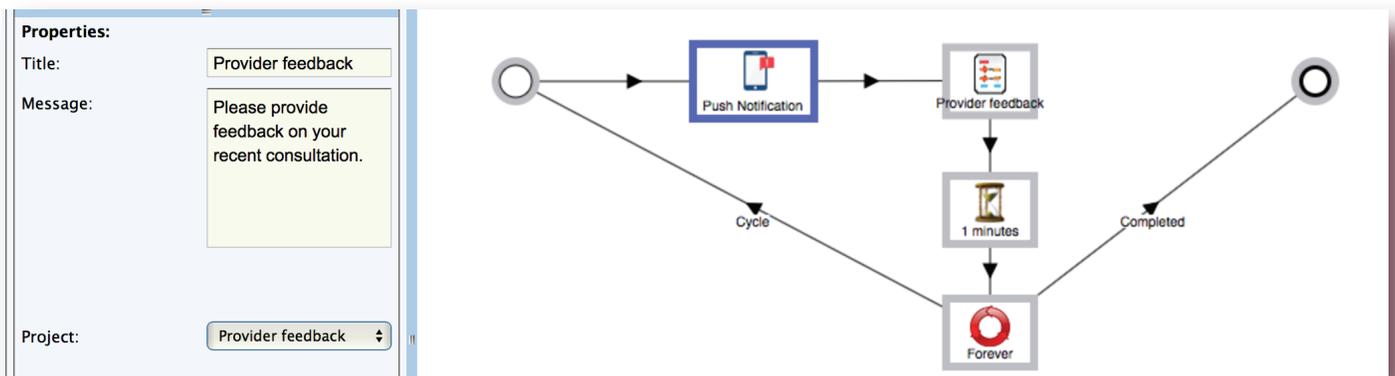
This project starts with a message to explain the process, followed by the main programme - the screening. This second block (programme) again contains a whole set of steps, not shown below, including survey and analysis. The third block refers to a decision step which split the instances into different processes, one of which launches a new project. The next is an email sent to the participant. The email content is generated from the survey analysis and is thus targeted to each participant. Thus not only can processes be split, but the content of individual steps can be different, tailored to the actual instance.

After the email is sent, three new projects are initiated and finally a message is sent to notify the user that the project is completed.



# Process Flow (continued)

The mobile app allows for notifications, which is especially useful in automated projects. The project specifies the criteria for and the content of the notification and is sent for each instance at the correct time. This can serve as automated reminders, new projects or targeted communication.



# Conclusion

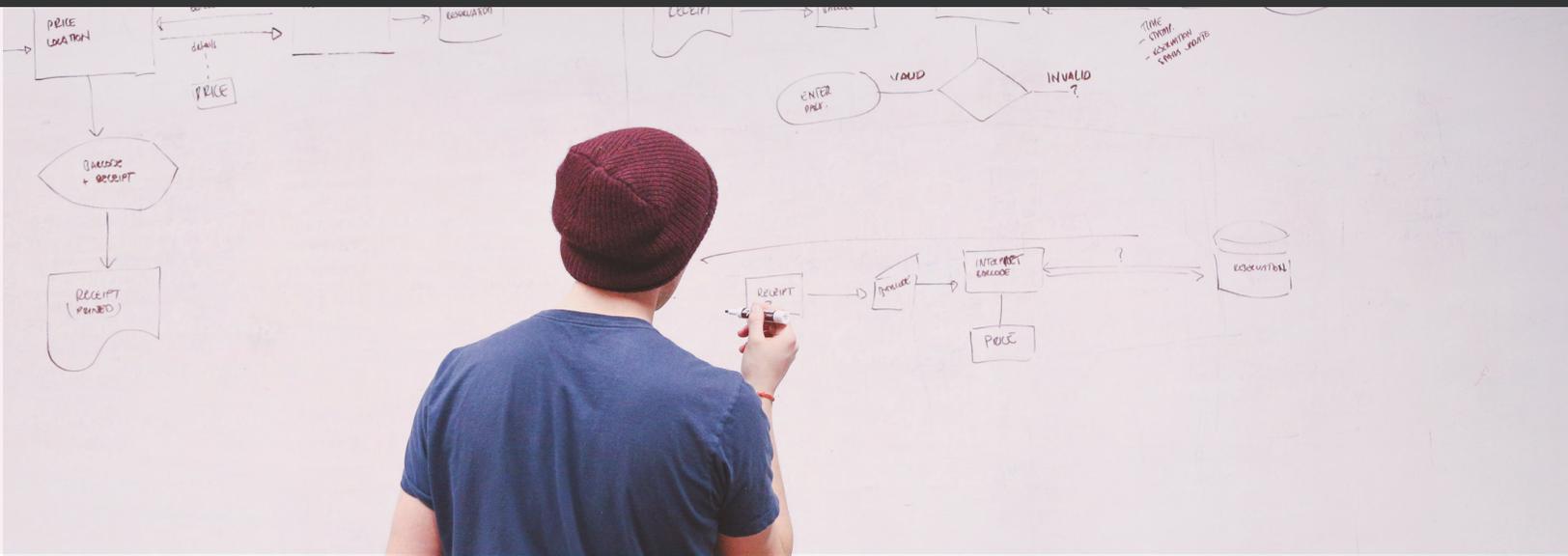
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RiskCede specialises in data products.

The first part of the data science pipeline is gathering and importing data. In this project, that is done through the mobile application. Users capture data themselves when they complete the surveys.

All of the information is stored in a structured way in an underlying database, that makes it easy to query the data in the following processes.

The aim of these surveys are not simply to gather user perceptions, but to look for underlying or hidden correlations. The findings are intended to improve service delivery, client satisfaction and user perception of different products.



# Contact Us



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