

# Adagio Health

## Executive Summary

**Community Partner**  
Natalie Crouse Partner  
**Student Consulting Team**  
Nicasio Ng  
Sathya Hari  
June Sung park

---

### Background

Adagio Health is a non-profit that provides health, family planning, and wellness services in 23 counties in Pennsylvania to around 100,000 people who are mainly uninsured and underinsured women and their families. Adagio Health has close to 500 staff members.

*Mission Statement: Adagio Health meets the health & wellness needs of diverse communities, regardless of income, with a focus on women.*

During the COVID-19 pandemic, Adagio Health has continued providing its services to people in the PA region through Telehealth. Adagio Health has created many programs to help communities take care of their nutrition and well-being. Recently, Adagio Health has been well funded through government and private grants.

Structurally, Adagio Health has major divisions that report to the CFO and CFOO. Each department is run by a senior director, including our community partner Natalie Crouse who is Senior Director of the Clinical Operations.

### Project Description

#### Project Opportunity

The main opportunity for this project that we hope to address in our solution is the following:

*Help Adagio Health's Employees be more effective and less likely to leave by providing better training.*

Our project directly organizes and standardizes the training experience for Medical Assistants at Adagio Health to enable these staff members to be capable and content with their work.

Our project gives Adagio Health the opportunity to ultimately deliver quality healthcare by enabling a subset of their staff (Medical Assistants) to obtain improved high-quality training.

#### Project Vision

Our project vision is to create an Onboarding Application, which consists of training modules that have been developed by the Clinical Operations department. These modules will aid Medical Assistants access the resources and training in an organized and logical manner as well as formalize the entire process of onboarding.

## Project Outcomes

PowerApps/Admin Dashboard Solution: Our team has chosen PowerApps to be the platform to build our Onboarding Application. Although this PowerApps application is the main solution, our team has a couple outcomes we expect to achieve through our solution.

Standardized and Organized Guidance by MA Managers: Previously the Onboarding Process was one that was very dependent on the MA manager at a clinical office. Through our application, we hope that the process to Onboard an MA is much more standardized and brings unity in the organization.

## Project Deliverables

PowerApps Onboarding Application  
PowerApps Admin Dashboard Application  
PowerApps Technical Manual  
Compilation of Tutorial Videos

## Recommendations

Formalize procedure of issuing/re-assigning PowerApps licences  
Maintenance and upkeep of training content on PowerApps  
Continued refinement based on solicitation of feedback from Medical Assistants  
Creation of additional reference material or cheat sheets for Medical Assistants  
Expansion of project to other departments in Adagio Health

---

## Student Consulting Team

**June sung Park** served as project manager. He is a third-year student majoring in Information Systems with a minor in Business Administration. He will be interning at travel company Expedia this summer and is looking toward a career in Project Management.

**Sathya Hari** was the quality assurance lead. He is a third-year student majoring in Information Systems with a minor in Computer Science. He will be interning at Doordash this summer and is looking toward a career in Software Engineering.

**Nicasio Ng** was the client relationship manager. He is a third-year student majoring in Information Systems with a double in Computer Science, and minor in Human-Computer Interaction. He is interested in startups and social entrepreneurship.