

Healthcare Provider Gets Healthy Staff Productivity Improvement via After-Hours Service Desk Support from ITS

Customer Challenge

There's nothing 9-to-5 about Long Term and Post-Acute Care (LTPAC). To provide top-quality care to their elderly patients, LTPAC facilities must have services, expertise, and importantly, information at their disposal, around-the-clock.

One major LTPAC operator of nearly 60 senior health centers in the Midwestern U.S. understands the value of information. Like many in its field, the company supplies its nurses and Certified Nursing Assistants (CNAs) with a specialized software application known as a Patient Management System (PMS). The system lets staff review patient records, monitor vital signs, manage medications, view task schedules, and otherwise coordinate care on a 24/7 basis.

While the operator maintains service desk support during the weekday, its caregivers didn't have access to the same high quality support after-hours. User frustration was rising; moreover, productivity was compromised when staff was forced to wait until the next day to resolve technical issues.

The company's CIO knew that finding an outsourced after-hours service desk would be difficult. "It takes time to train third-party service desks in new software applications," she stated. "And agents have to be certified in patient data privacy. Most services are not capable of that level of training."

ITS Solution

Based on a previous positive experience, the CIO contacted Innovative Technology Solutions. ITS was quick to respond with an assessment of the company's service needs.

"It's not unusual for a service desk provider to create a customized delivery model," commented Beth Bromley, Account Executive for ITS. "But we knew certifying agents in HIPAA and other patient security requirements would require specialized instruction."

ITS quickly assembled an agent training program tailored to the LTPAC company's needs. The program included the customer's PMS application, along with privacy and security issues required by the healthcare industry.

"The training program was a significant investment on ITS' part," recalled Bromley. "But we realized it would allow us to adequately service the needs of not only our customer, but also a much broader mix of healthcare providers."

Bottom-Line Success

ITS' tailored solution for had an immediate impact on the operator's

AT A GLANCE

- Midwest long term and post-acute care provider
- Specialized patient management software used by certified nursing assistants
- No after-hours service desk; productivity compromised
- ITS quickly assembled service desk agent training program
- Customer satisfaction (CSAT) score rose to 4.8 out of 5

frontline caregiving staffs. Call volumes doubled as nurses and CNAs learned there was competent tech support available nights and weekends. Caregivers soon found that questions and issues could be addressed for any technical issue—not just the core application.

Subsequent tracking research showed that service desk support from ITS generated a CSAT (Customer Satisfaction) score of 4.8 out of 5. Moreover, the additional service capacity eased the burden on the operator's daytime service desk team.

"Since ITS has come on board, our company has made several company acquisitions and rolled out new software," noted the CIO. "ITS has kept pace with the kind of industry- and application-specific support we had hoped for."

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– Chief Information Officer

To learn how ITS can impact your bottom line, visit www.innovativetech.com

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