

Type

Non-profit

Region

Northwestern

Size

- Hospital, surgical center, 8+ clinics
- 200+ physicians
- 50+ specialties
- Serving a patient population of over 200k

The Challenge

The area that the non-profit health system served was experiencing a rapid growth phase, and as such so was their organization. Competition for local workers was fierce, resulting in difficulties recruiting and retaining call center staff. Additionally, they were experiencing a high turnover of entry-level employees. The overall access experience was suffering as a result.

The Discovery

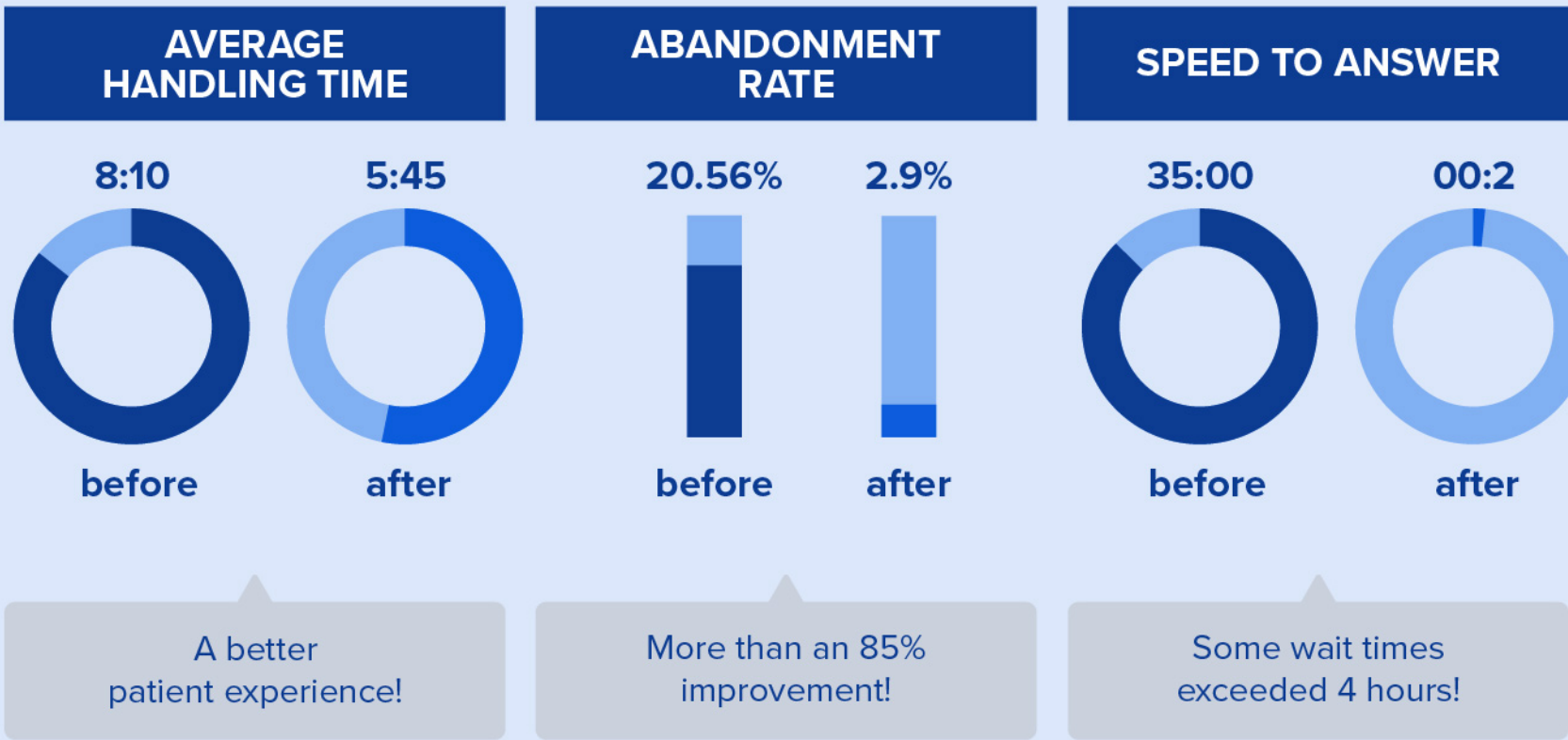
While it is true that the staffing issues were complicating the health system’s ability to provide a high level of quality service with their internal call center, the discovery process revealed another root cause for their service challenges. Due to their quickly expanding footprint, patient access processes had become largely decentralized. This was making it difficult for patient service representatives and the patients trying to get access to the system. A lack of standardization was leading to unusually long call wait times and excessive abandonment rates.

The Solution

Access Healthcare’s Patient Access solution provided the non-profit health system with a dedicated team of Patient Access Coordinators (PACs) removing the burden of staffing challenges. Since Access Healthcare’s PACs are fully remote, the health system was able to retain high-caliber patient access staff without being affected by a strained local workforce. Additionally, the solution included a new phone strategy that quickly standardized internal processes and moved the health system to a centralized model while honoring the preferences and workflows unique to the organization. Working closely with leadership and stakeholders, Access Healthcare partnered with the health system through each step of the implementation process to ensure clear communication and easy adoption for each impacted department. Together they were able to fully realize the organization’s goal of improving the patient access experience in order to ensure better care.

The Results

Within the first 90 days of implementation for a single location



Quality Care Can’t Wait

Patient Access functions as a health system’s front door. From scheduling, the management of patient information, and care questions, to critical outbound communications, prescription refills, and more, the access experience is directly tied to the quality of care a health system is able to provide. When processes are decentralized, they can complicate care for patients, impacting staff’s performance at all levels, and resulting in a negative patient experience or worse—unfavorable health outcomes. Establishing a centralized access center helps to develop insights into patient needs, improve ways to access your system, and how to best deliver care.



The Access Healthcare approach includes an in-depth discovery process that studies the physicians and processes unique to your organization to develop a fully customized engagement solution.