Process Optimization Redesign | Enterprise Contact Center

Situation

Our client, an academic health system, was experiencing challenges related to patient experience. The client had previously engaged a third party consulting firm to create an "as is" assessment for the client's contact center array and multi-year strategic roadmap. The client then developed a "Quick Hits Timeline" based on the "as is" assessment which defined eight core initiatives to improve current contact centers and hired staff to implement these initiatives, including an Executive Director over the Enterprise Contact Center Operations. They turned to SolomonEdwards for additional expertise they felt they lacked and to relieve bandwidth issues in order to drive strategic execution.

Solution

SolomonEdwards provided the necessary subject matter expertise to:

- Identify relevant constituencies and establish working relationships with them.
- Meet with key administrative and clinical leaders to gain additional insight into the issues and expected outcomes.
- Understand the Contact Center Operations and key work processes, including visits to contact centers to meet the team and observe the work processes and supporting technology.
- Review relevant contact center data and reports.
- Build on the work already completed and review the existing documentation to understand the situation.
- Confirm scope and benefits expected from the "Quick Hit Initiatives."

Results

SolomonEdwards provided leadership and expertise for the 8 key foundational projects to support the development of a new Enterprise Contact Center by focusing on standardization, centralization, and enablement. This enabled the client to transform the previously distributed contact centers into a single Enterprise Contact Center that is an operationally efficient and patient-centric. Additionally, our team led the effort to develop the Integration Playbook, with over 10 core processes and 44 instructional documents and tools, used to standardize and improve time to integrate new programs.

INDUSTRY:
Healthcare

DEPLOYMENT:
Team

SERVICES:

Business Transformation

Business Process Optimization

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Exceptional People for Complex Situations