A NEW TAKE ON DESKTOP SUPPORT

HANDS-ON SERVICE
RESULTING IN BETTER CARE

Cancer Treatment Centers of America uses Kailo Healthcare Technologies' Clinical Concierge IT Support Service to improve clinician desktop computer support and improve patient care.

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SITUATION

Cancer Treatment Centers of America was faced with common desktop computer issues: PCs freezing, users unable to login, and application updates that affected computer performance. Often times, clinicians response was to reboot the computer, sometimes repeatedly, or to simply let the problem fester compounding the issue. A gap occurred in support as physicians and clinicians did not have time to contact the help desk for support while serving patients. The result was a decrease in efficiency and at times an interruption in patient care.

Amy Burow, IS / Director, Site Information Services at CTCA, has worked in the healthcare industry for the last decade and has been confronted with these issues at other organizations: "In my past experience the response I would receive from the clinical IT support team was that they had so many tickets that it was hard for them to stop and fix an issue on the spot as they would have ten other tickets waiting in their queue."

Prior to implementing the Clinical Concierge IT Support Program at CTCA, Amy's team included two desktop support analysts and two clinical support analysts. The support analysts focus on process

improvements with technology in general and handle configuration within their electronic health records which are key to the EMR. The culture of CTCA is to be patient centric. The hospital's primary concern is providing a smooth and seamless process where

> "It is all about the experience. If a physician has to stop and call the help desk in the middle of working with a patient, we've failed."
>
> Christopher Downs
> Information Services/ Vice President of Support Services at CTCA.

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patients feel comfortable in a setting where they have the direct and undivided attention of their caregivers.

Downs is always looking for ways to improve the patient experience and wanted to avoid the challenges other organizations face with the inability to rapidly address and resolve level one support issues in the clinics. The feedback Downs and the IT support team received from clinical staff was that there was a barrier to calling CTCA's helpdesk, and the staff could benefit from direct on-site support from dedicated resources. "The biggest thing I'd ever heard from the folks I support is, 'I'd like to just talk to someone directly and have them fix it.' The most critical place for support is in the clinic. That is where our clinicians are working with our patients directly and how frustrating [it is] if there's any gap in being able to help them right away."
The goal was to implement a solution that allowed physicians and staff to spend more time with patients.

Downs approached Kailo with an idea.

SOLUTION

Kailo Healthcare Technologies is a company who believes in the collaborative benefits of working with clients to make their vision an effective solution. Kailo and Cancer Treatment Centers designed a program that would provide a hands on approach to level one desktop support. Mark Kittrell, one of Kailo's co-founders, describes the Clinical Concierge program: "It was initially born as a pilot to test our hypothesis that providing a physical presence would eliminate the barrier to requesting assistance with computer issues, rapidly fix those issues, and proactively approach clinic staff to offer help."
The Concierge support model takes the same philosophy that CTCA applies to their patients with hands-on, direct support that effectively addresses existing issues as they arise and proactively addresses potential problems.

The pilot program placed one Concierge at their Western Regional Medical Center. Eric, their Concierge Support Analyst, is housed on-site which fits with their team oriented environment. The result of the pilot program was higher stakeholder satisfaction, improved uptime of PC's and Laptops, faster and proactive response to issues, all resulting in increased patient care by the Physicians and Clinicians.

Over
90%
of the Physicians and Clinicians surveyed indicated an increase in the effectiveness of solving their computer problems.

"I have virtually no downtime during patient care. He (Eric) provides outstanding service to us so that we are able to seamlessly provide outstanding service to our patients."

Dr. Birdsall, Vice Chief of Staff and Director of Naturopathic Medicine was part of the pilot implementation which served as a test of success.

With the success of the pilot, CTCA implemented the program at their four remaining hospitals. Today anyone in the clinic can walk right up to the Concierge who can directly assist with an issue. CTCA has realized the support is benefiting the IT department as a whole. When the help desk is at its peak and needs support, the Concierge is there to assist. At times, a clinician may view a situation as a technical issue when in fact it may be simple user error or can be identified as an opportunity for further education on a particular program or PC function.

Chad Eckes, Chief Information Officer of CTCA understands the value of face to face support: "Personalization is something CTCA takes seriously, and face to face communication is something we believe in strongly. It's the same approach [physicians and clinicians] take with their patients. In the past a ticket would be opened for service desk, then we would dispatch a person to the site if it escalated to that level. Now we have the concierge at their desk in minutes."
To add to the efficiency of the organization and to capitalize on the positive response to this hands-on service approach, each concierge is trained on the hospital's EMR to better support the clinician, identify training opportunities, and better triage the situation at hand.
Since the implementation to the remaining four hospitals starting in July 1, 2013, the team has closed over 808 tickets of which it is estimated that 80% of those tickets would never even have been identified in the previous model. With the average ticket taking 30 minutes in the remote model, these tickets translate to over 404 hours of increased patient care with the new model. This is an amazing shift into providing better personal and focused patient care which leads to better outcomes and hopefully decreases the re-admittance rate.

Feedback continued to remain positive throughout the pilot. Tina Mann, R.N. and Director of the Outpatient Clinic at Southeastern Regional Medical Center stated, "Having Travis (Clinical Concierge Support Analyst) here will enhance our workflow and increase stakeholder/MD satisfaction. So with all that being said, I feel I've died and gone to heaven."

CONCLUSION

Here's what clinicians and physicians had to say about their Clinical Concierge experience:

"Our Concierge fixed 3 problems this week for me alone allowing me to get back to patient care and kept the patient and their family from waiting." Dr. David M. Boyd, MD, Intake Physician, Western Regional Medical Center

"…We love having him in the clinic and he said that he has been very busy! This is such a successful pilot. It is so amazing to have the Helpdesk knock on your door after you call or Email! WOW. The support is amazing, very professional, and very quick to respond…..."
Julie Ebersole, RN, MSN, OCN, Director of Oncology Patient Services

"Kailo has provided us with a turn-key solution that has not impacted our teams time. We have relied on them on them to seek out and place the best people for the job. We don't have to take care of recruiting, interviewing or the administrative costs or liability associated with a direct hire." Chad Ekes, former CIO of CTCA

"Thank you so much for hiring Aaron, he did a great job with setting up Dr. Fravel on such short notice…" Laura Stickney, Clinic Manager, Southwestern Regional Medical Center

Dr. River, Medical Oncologist, Southwestern Regional Medical Center – stopped an IS Stakeholder and provided unsolicited feedback indicating that Aaron (Clinical Concierge Support Analyst) has been a great help.

"I just wanted to let you know what a great job Mike (Clinical Concierge Support Analyst) did this week. We had many issues arise and he handled them as quickly as possible; he also had the added pressure of getting our new surgeon, Dr. Chura, up and running. He's very knowl-edgeable, accessible, and responsive. Those of us in the clinic could not be happier to have him. Thank you!" Rich O'Donnell, Clinic Supervisor, Eastern Regional Medical Center

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