



## ISI UC Analytics & Call Reporting

A key component of a comprehensive patient experience toolbox.

Understand your healthcare facility’s communications processes from your patients’ point of view. Identify the most important communications touchpoints and measure ongoing performance. Link improvements in patient communications with desired patient outcomes.

### PATIENT CARE IMPACTS

**Complete visibility into each patient call touchpoint across departments and locations.**



**Examples include:**

- Pre-admittance intake calls
- Appointment confirmation calls
- Patient calls to patient services or specialists (nurses’ stations, food service, dieticians, MRI, physical therapy, billing)
- Post-discharge follow-up calls

### INFORMATION TECHNOLOGY IMPACTS

**Complete telecom infrastructure, call analysis, and business line reporting visibility.**



**Examples include:**

- Reducing net telecom expenses
  - + Right-size SIP and conventional trunk facilities
  - + Identify and eliminate telecom misuse and abuse
- Providing business line managers self-serve report generation access
- Completing service chargebacks to physicians, specialty care offices, and other third-parties
- Multi-platform, multi-location telecom environment support resulting from organizational realignments, mergers, and acquisitions

### CONTACT CENTER IMPACTS

**Complete caller experience service level visibility.**



**Examples include:**

- Cisco UCCX agent statistics, calls in progress, and queue metrics
- Cisco Hunt Group Native Call Queuing statistics
- Call volumes, answer/abandon rates, and ring-time information
- Trend reporting to anticipate peak call days/hours and optimize staffing levels

### COMPLIANCE IMPACTS

**Becomes the foundation for effective healthcare organization call history compliance.**



**Examples include:**

- Significantly reduce historical research and documentation time
- Satisfy Medicare proof of timely patient contact reporting requirements
- Satisfy FDA pharmacy certification audit requirements (call answer, abandon rates, hold rates)
- Satisfy state-mandated emergency room community service funding guidelines
- Satisfy insurance industry policies and regulations
- Satisfy HIPAA compliance standards
- Satisfy URAC accreditation requirements