Issue Management

Too often, client issues are not consistently tracked within labs. Without consistent tracking, issues tend to be accepted as part of doing business, rather than identifying a root cause and taking corrective action for continual improvement. Understanding the type of issue quickly and driving accountability is key. With Issue Management from hc1, every client issue is tracked in one central location so stakeholders have access and visibility in real-time to what needs attention. Faster resolution times and elimination of specific issues allow for customers to scale and meet the demands of Personalizing the Healthcare Experience® for the physicians they serve.

Solution Benefits

➤ Decrease Customer Issues

➤ Decrease Defect Occurrence

➤ Decrease Time to Resolve

➤ Increase Policy Adherence

➤ Decrease Manual Updates

➤ Decrease Manual Reporting

➤ Decrease Request to IT

Business Challenge

CURRENT STATE
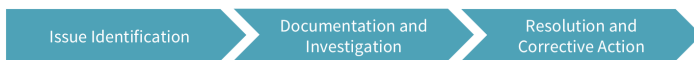Lack of visibility and insight into customer issues and root causes

Spreadsheets   Forms

Management

DESIRED STATE
Centralized documentation and visibility into customer issues and root causes

hc1.com®

Live Analytics   Reporting

Management

Many labs still use a manual and static method of issue tracking through spreadsheets and freeform text boxes. This method of issue tracking results in siloed cross-departmental collaboration and lacks real-time trending analytics. This gap in transparency and operational efficiency puts the management team at a deficit in their ability to make key business decisions around customer and/or physician satisfaction.
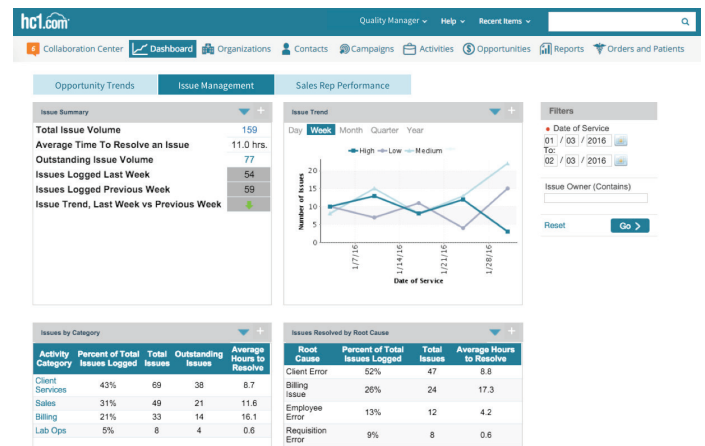
hc1® solution powered by:
HRM Enterprise Platform™

Live Analytics

As issues are tracked and categorized in real-time, the hc1 Issue Management solution offers a rich set of standard reports and dashboards with live analytics accessible via any computer or tablet. This allows the hc1 users the ability to better manage key decisions in a timely manner.

- Issue Summary
- Issue Trend
- Issue Resolved by Root Cause
- Issue by Category
- Issues by Owner
- Issue Volume by Day of Week
- Issue Volume by Hour of Day
- Issue Volume by Owner
- Issue Trend Comparison
- Longest Issues to Resolve

Workflow

Issue Identification	Documentation and Investigation	Resolution and Corrective Action
1. Inbound customer request or complaint	**2.** Internal documentation and notification **3.** Issue investigation and root cause analysis	**4.** Issue resolution and corrective action

Client Services Team

Customer   Management

Lab Team
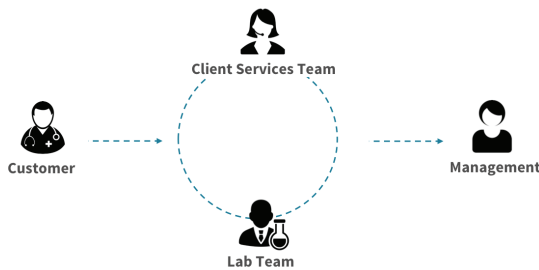
The Client Services team identifies an issue or receives a customer complaint and begins the process of documenting the situation. Time is spent investigating the details of the event. Through this process, the root cause is identified. Finally the issue is resolved and management can begin to build out corrective action plans to reduce the risk of further occurrences.