



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.

Case ID: C1002
 Organization Northwest Physicians
 Host Codes ORG21003

General Information

Subject	Unable to test specimen
Category	Problem Specimen
Subcategory	Incorrect Test Ordered
Root Cause	Nurse Error
Assigned To	Smith, Amy (lab supervisor)
Status	Open
Priority	High
Date *	09/19/2015 4:47 PM
Description	Incorrect test ordered or wrong tube. Unable to test.
CC Users	Stone, Jason (lab administrator)

This Case is unresolved [Resolve Case](#) [Cancel Case](#)

Resolved By	Smith, Amy (lab supervisor)
Resolved On	09/22/2015 2:21 PM
Corrective Action	Nurse Training
Resolution	Requested redraw of this patient.

Related Items

- Mike Williams | mwilliams@drco.com | (303) 707-0906
- ORDER: 39644
- Alicia Walters

Activities | Attachments | Messages

Assigned To	Type	Subject	Created On	Due Date	Status	Priority
Joe Schultz	Task	Schedule meeting to retrain nurses	09/19/2015	09/29/2015	Open	High
Cathy Larkin	Memo	Discussed issue frequency with Dr. Williams	09/19/2015		Complete	

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



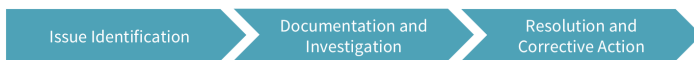
DESIRED STATE

Centralized documentation and visibility into customer issues and root causes

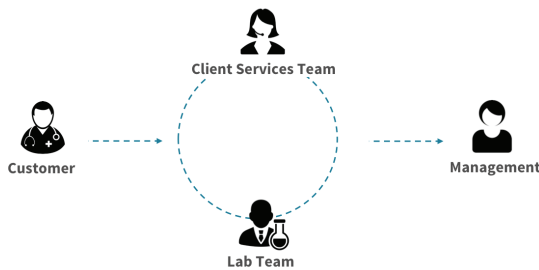


Many labs still use a manual and static method of issue tracking through spreadsheets and freeform text boxes. This method of issue tracking results in siloed cross-departmental collaboration and lacks real-time trending analytics. This gap in transparency and operational efficiency puts the management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

Workflow



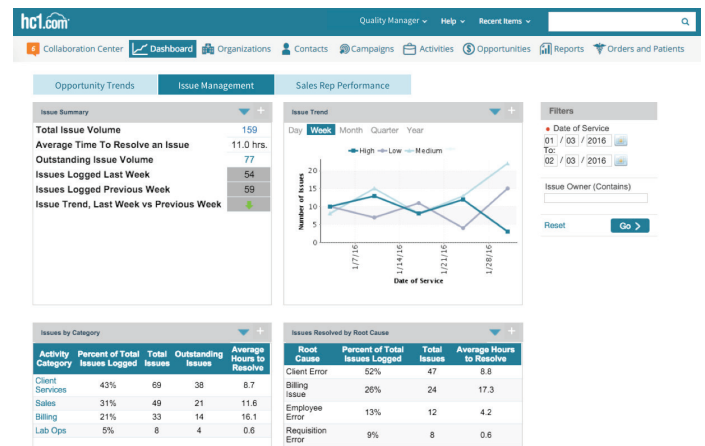
1. Inbound customer request or complaint
2. Internal documentation and notification
3. Issue investigation and root cause analysis
4. Issue resolution and corrective action



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.

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