

# Using CareEnhance® Call Center to Improve Operational Efficiencies

McKesson Health Solutions

Centura Health, CO • CareEnhance Call Center

## CALL CENTER BUSINESS ISSUE

Centura Health, located in Denver, Colorado, is a 10-hospital system with over 1,600 beds. The call center, an active part of the health system since 1987, had grown over the years and added databases as they added services and new lines of business. Fifteen years later, Centura was using several databases in their call center, and they found that the upkeep on each was extremely time-consuming for their staff. The staff spent far too much time performing administrative duties, as well as manually entering or changing data in the surveys and guidelines. This kept them from being as efficient as they could have been, and reduced their ability to provide additional services to their customers.

Another operational problem the call center faced was related to call management. The call center's existing software did not allow Centura to precisely measure the actual talk and wrap time for each call. Centura needed to capture an accurate picture of the call center's productivity and efficiencies in order to determine where improvements could be made and to develop an appropriate staffing model. Additionally, compiling accurate statistics to provide reports to health system executives were complicated.

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**Rolando Salinas,**  
Director of Centura Call Center

## Desired Outcome

Overall, the call center needed to make better use of their time. To monitor call time and to relieve the staff from needless hours spent on administrative duties, the call center was looking for a user-friendly software package that could be beneficial on both accounts and still be reasonable for the staff to learn. They were also seeking a solution that provided clinical guidelines with more depth and a way to more accurately document care advice and warning signs. Furthermore, they wanted software that would include an efficient reporting system allowing the call center to provide detailed information for marketing managers and other executives.

## How They Did It

After reviewing CareEnhance Call Center software, Centura knew that the software package would provide them with all the criteria they were looking for: the best clinical guidelines, ability to track call times and the simplicity to customize reports and programs.

"Being able to override a disposition, accurately document the care advice given, and highlight the health information given has all been an improvement over what was done previously," says Mary Rathje, Centura Call Center Manager.

CareEnhance Call Center also allowed the call center to provide more opportunities for their marketing department by registering individuals for classes and facilitating marketing directives. "We were looking for a system that enabled us to accurately track every caller and all their demographic information. It was important that we had the capability to up sell and cross sell our customers," says Rolando Salinas, Director of Centura Call Center.

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