DVSAnalytics

Company
VCU Medical Center
https://www.vcuhealth.org/

Industry
Medical University and Teaching Hospital
Level 1 Trauma Center for adults and
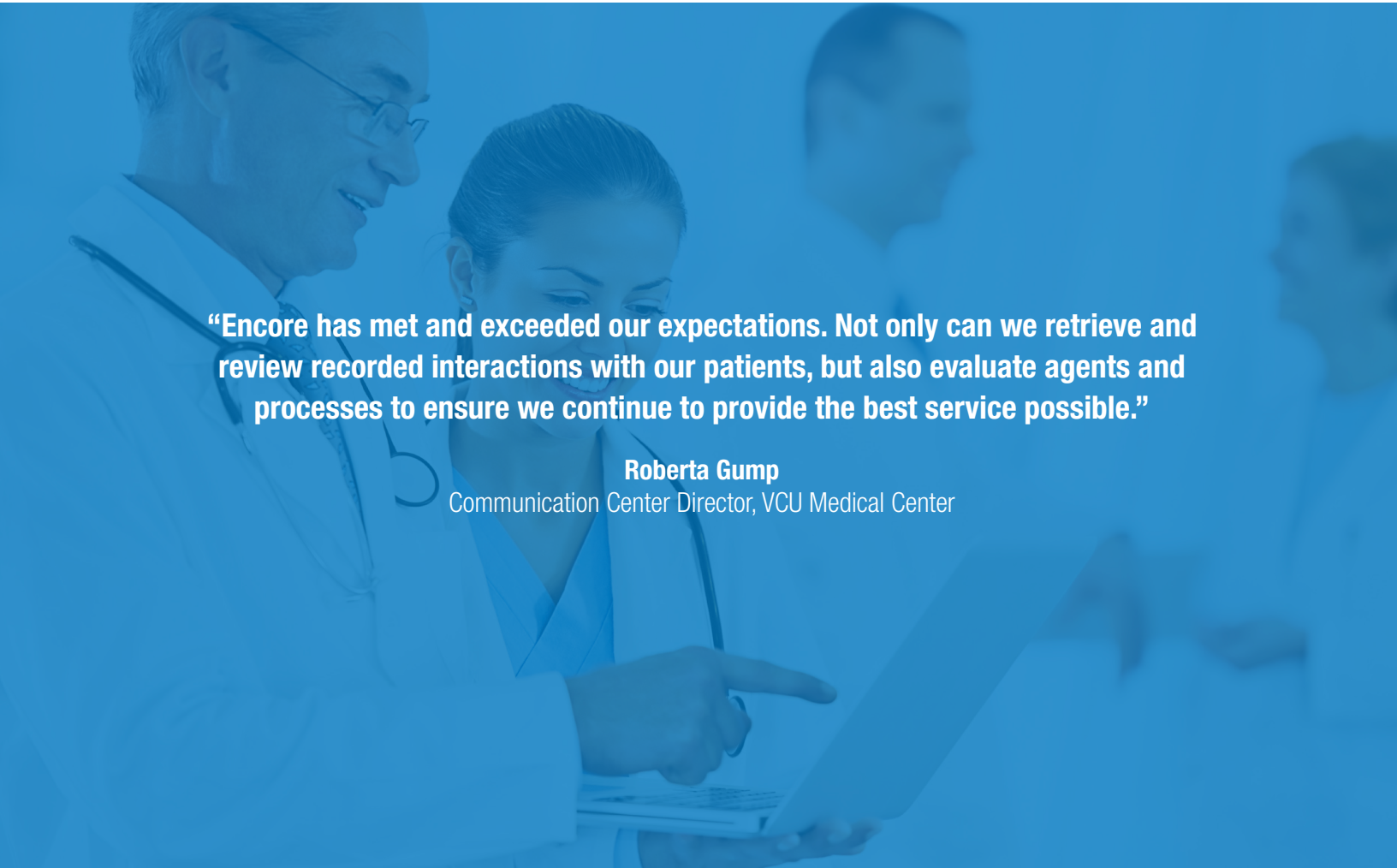children

Location
Richmond, Virginia
Multiple Clinics & Departments

UC Platform
Avaya Aura© Communication Manager

Goal
HIPAA compliant voice & screen recording
Digital tools to evaluate and mentor agents
Automated coaching tools

"Encore has met and exceeded our expectations. Not only can we retrieve and review recorded interactions with our patients, but also evaluate agents and processes to ensure we continue to provide the best service possible."
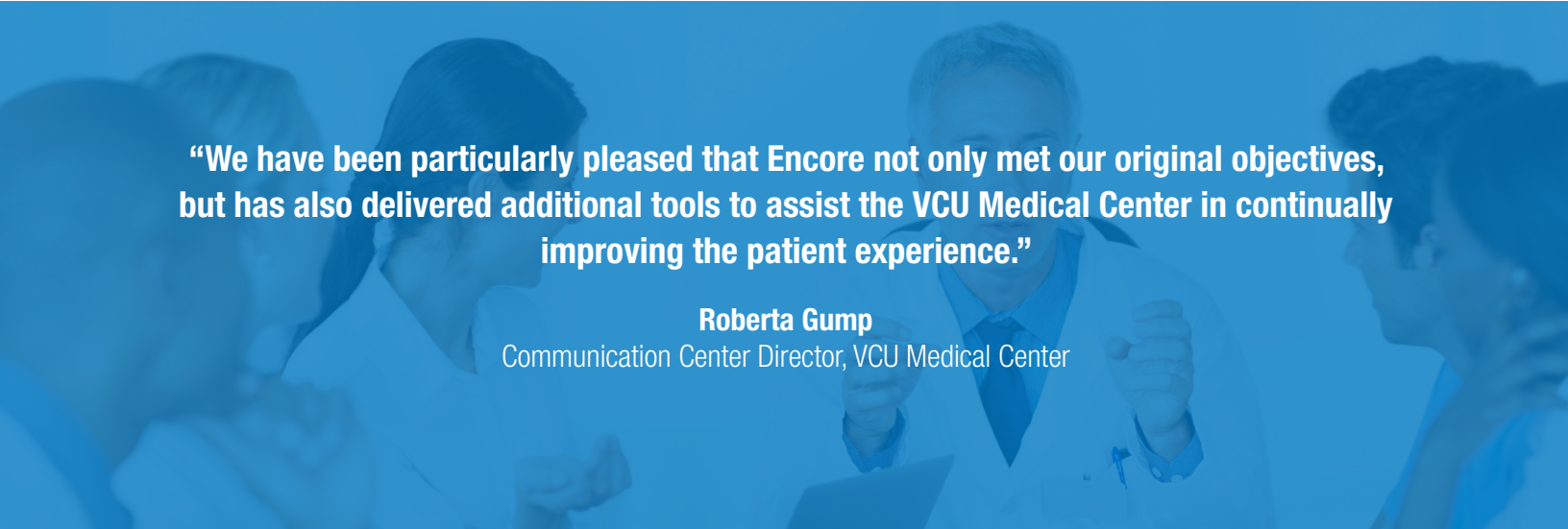
Roberta Gump
Communication Center Director, VCU Medical Center

The University Medical Center

Located in Richmond, Virginia, the Virginia Commonwealth University (VCU) Medical Center offers virtually every form of contemporary medical service and is the region's only Level 1 Trauma Center for adults and children.

Being a large-scale medical facility, VCU receives numerous calls each day to schedule outpatients, order room service, admit patients, transfer patients and so much more. Adding even more complexity to the contact center environment, these calls are answered by employees in different clinics, departments and programs.

As the only academic medical center in the region, VCU Medical Center is on the forefront of health care, providing patients with the most progressive treatments and medical technology available.

> **"We have been particularly pleased that Encore not only met our original objectives, but has also delivered additional tools to assist the VCU Medical Center in continually improving the patient experience."**
>
> **Roberta Gump**
> Communication Center Director, VCU Medical Center

Challenge

VCU Medical Center had purchased a recording system but quickly realized the product could not capture the entire patient experience. The system was unable to record from the time the patient call was answered to the time the patient hung up the phone. This was particularly troublesome if the call was transferred to a different clinic or department. Although the vendor promised to develop a solution that could record complete patient interactions, it was never completed and VCU decided it was time to consider other options.

Encore® WFO / WEM

The VCU Medical Center began working with a DVSAnalytics reseller to find a robust product that was able to record the entire patient experience. The Encore Recording and Quality Management solution proved to be the best fit.

With its ability to seamlessly integrate with VCU's Avaya Aura© Communication Manager, record four sites with more than 360 seats that use both softphones and direct digital trunks, and capture the entire patient experience from beginning to end, the Encore solution met VCU Medical Center's most critical requirements.

The following software applications were also included with Encore to help VCU better analyze and improve the patient experience:

- Synchronized screen recording

- Comprehensive tools to review and evaluate patient interactions

- Automated coaching to consistently and efficiently train agents based on evaluation results

- Call calibration

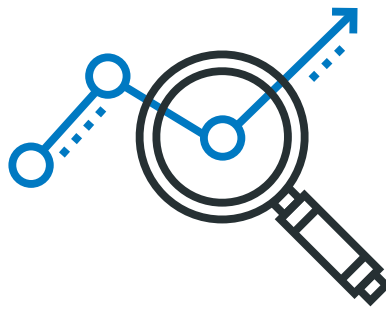## Meeting the Goals of the VCU Medical Center

The Encore solution at VCU Medical Center is now recording the complete patient experience in every clinic and department including patient room service, outpatient scheduling, management, patient transfer center, psychology intake, the IT desk and more.

The robust Encore filtering options and user permissions ensure users only gain access to the recordings they need. With its commitment to patient confidentiality and its diligent adherence to HIPAA regulations, VCU Medical Center is confident Encore's proven compliance tools will help them continue to protect patient data, while still providing all the information the center needs to evaluate and improve the performance of its staff.

VCU Medical Center is looking forward to using the Encore eCoaching tool in the future. Automatically assigning eLearning modules based on evaluation scores offers a streamlined approach to coaching personnel and helps verify that all agents who need coaching are receiving it, even when managers are busy and unable to listen to every recording.

Measure What Matters

Encore® from DVSAnalytics is built to help you take millions of recorded customer interactions and turn them into rich business intelligence and insights.

Encore is engineered to integrate into your existing contact center and UC platform.

DVSAnalytics
Workforce Optimization and Engagement Management

Gain a competitive edge today!

www.DVSAnalytics.com