



Prime Healthcare Services, Inc

Challenges

Provide help desk support that is responsive, meets and/or exceeds service level agreements and continuously improves the end-users' experience.

Prime Healthcare is a fully integrated healthcare system with a proven performance record, currently owns and operates 12 acute care hospitals in Southern California. Effective Level 1 help desk support is essential to end-users and patient treatments requires they have immediate access to medical information residing on their PCs. Consistently meeting service level agreements (SLAs) is equally important.

"Our critical deadlines have been met and the transition exceeded our expectations in the first 12 months of service. I more than appreciate Partners Consulting's Managed Services Division, (formerly ITresources) flexibility and rapid response." - *Debbie Horgan, CIO Prime Healthcare Services, Orange County Region*

Our Solution

Partners Consulting worked closely with the Prime Healthcare IT staff to gain a clear understanding of business objectives and Service Level Agreement requirements. Partners Consulting then formulated its plan and processes to meet those objectives and SLAs. Partners Consulting focused staff training and procedures on resolving the end-users' problems on the first call.

Our experienced and professional Help Desk staff and Account Manager, analyzes the call volume and types, determines the impact on Prime Healthcare and provides recommendations for addressing underlying operational issues.

Results

SLAs met or exceeded. End-user problems resolved on the first call. During a 12-month period, SLAs were continuously measured. The percent of problems resolved on the first call were tracked on a daily basis with weekly reports provided to Prime Healthcare. Results showed that the SLAs were met 100% of the time, and the help desk resolution rate on the first call was 75%.

Report output and results continue to be assessed and reviewed regularly with the Prime Healthcare management team in order to enhance the end-users' experience. The Partners Consulting team continues to collaborate with Prime Healthcare on refining processes to maximize the Level 1 help desk support.

