



Health Care Solutions

Solving the Issues Facing Health Care Providers Overview

VPI's **Activ! Performance Suite™** of Interactions Recording and Workforce Optimization (WFO) solutions enables health care providers to successfully manage the risk associated with state and federal regulatory requirements. Beyond compliance and liability management, VPI solutions help you to rapidly improve the quality and efficiency of your call center operations and allow you to identify and act upon broader business issues that may be limiting revenue generation, cost savings, productivity, and profitability.

Challenges Faced by Health Care Providers

Internal Pressures to Save Money and Improve Quality of Services

- Outdated infrastructure
- Critical shortages of qualified workers
- Employee turnover & inefficiency
- Tight Budgets & Possible layoffs
- Dissatisfied employees
- Dissatisfied patients



External Pressures to Satisfy Growing Demand Under Stricter Regulations

- Aging population: more services and procedures to satisfy
- Rising costs of procedures, equipment, services and international competition
- Caller fraud & disputes. Payer insolvency
- Medicare/Medicaid
- HIPPA Compliance: Privacy, Security, Electronic Transactions

Meet Challenges with Recording and WFO Solutions

Comply with Policies and Prevent Lawsuits

Activ! Performance Suite™ provides for auditable data integrity control to ensure consistency in patient privacy rights protection and compliance with healthcare regulations. VPI's **Activ! Intelligence** performance management system equips contact center agents with the very latest information in real time, along with automated, targeted training and real-time messaging via the integrated **Activ! Coaching** solution. Employee interactions with insurance companies, patients, doctors, and other health care providers require continuous quality monitoring and compliance control – meet these needs with the **Activ! Voice** and **Activ! View** secure interactions recording systems, **Activ! Intelligence** performance management with real-time reporting, and robust **Activ! Insight** speech analytics tools.

VPI HEALTHCARE		# Calls	Claims Filed	Processed	Completed	Avg. Talk	Avg. Wrap	% Resolved	QA Score	Utilization	Total Aux	MAIN
Agent	42	21	9	6	3:04	0:32	75%	83.4%	81%	34:25	SKILLS	
Group	48	19	12	8	3:38	0:30	70%	87.2%	85%	42:14	QA	
Stacy Adams		AGENT SCORECARD		HMO plan update meeting at 4pm today in the training room.								COACH

Activ! Intelligence real time performance management dashboards deliver the right information, to the right employees, at the right time.

Reduce Costs while Improving Quality and Bottom Line

By leveraging the **Activ! IQ** agent quality assessment solution in conjunction with other components of **Activ! Performance Suite™**, you can maximize the quality and accuracy of your agent interactions, expedite call resolution, and decrease talk time. **Activ! Intelligence** and **Activ! Insight**, VPI's analytical tools, deliver in-depth insights into call center processes, identifying areas for improvement to increase revenue, improve customer satisfaction, and increase agent and customer retention, thereby maximizing ROI.

Prevent Privacy Leaks and Law Suits

Are you keeping track of “who does what” with sensitive information? Have you done enough to prevent lawsuits? Do you have assurance of data integrity?

At a time when security and privacy of information are critical, **Activ! Performance Suite™** provides you with authentication and data integrity control. You define the rules of access to your information and auditing capabilities are provided for your protection.

With Activ! Performance Suite™:

- Address agent productivity objectives, such as improved first call resolution, reduced call handle time, and decreased write-offs from he-said/she-said disputes, etc.
- Provide fair and constructive performance evaluations – real time coaching, training, and evaluation tools can result in improved job satisfaction and a reduction in costly agent turnover.
- Achieve rapid ROI – managers and business executives will gain a broad perspective and in-depth understanding of overall contact center processes.
- Identify and address sources of inefficiencies, customer dissatisfaction, and other revenue and profitability blocks.

Ensure Accuracy and Consistency with Efficient and Effective Training

How quickly can you bring agents up to speed on new programs, regulations and policies, services, and special offers? The amount of new, constantly changing information can be overwhelming – not only for new hires, but also for veteran agents exposed to frequent re-training. Under these challenging conditions, traditional training methods no longer suffice to improve the quality of call handling, increase agent effectiveness, and assure accurate and consistent management of sensitive information.

“With VPI, we have been able to make each manager responsible for monitoring their own staff from their desktops.”



“We are extremely satisfied with our VPI call recording and quality management solution. It provides trouble free reliability to our needs and is a great tool for training, and review for our customer service group”



With Activ! Performance Suite™:

- Automate training content delivery, testing, and performance improvement tracking.
- Through real time interactions and business data processing, agents in need of specific training are identified – training is automatically assigned and tracked to completion.
- Online training modules, quizzes, and real time messaging ensure up-to-date knowledge of patient privacy rights, security of information, prevention of caller fraud, sales offerings, and much more

Improve Service Quality, Business Differentiation, and Profitability

In an intensely competitive industry, with budget cuts and new regulations that require ongoing investment, how can Health Care providers still grow and make a profit? Differentiation through improved quality and process efficiency while reducing costs is a must.

- Reliably record and store information for liability and compliance purposes, including all or selected telephone interactions and agents’ desktop screen activity.
- All or selected data can be efficiently and reliably stored in a combination of on-line and off-line resources as dictated by your security and data retention rules.
- Data may include caller ID, passwords, performance data, values from integrated business systems, and a host of other information.
- Robust analytical and real time processing capabilities enable you to reduce the number of issues escalated to your Privacy Officer and identify problem areas before complaints need to be filed.
- Leverage the wealth of information for comprehensive real time reporting, compliance alerts, monitoring of service quality, password-protected verbal receipts, automated business rules processing, and much more.