

Vocantas Case Study - Regional Champlain LHIN#



Customer Profile

Name: Champlain Local Health Integration Network (LHIN)

Services: Regional Hip and Knee Replacement Program

Location: Ontario, Canada

- The Champlain LHIN mandate is to ensure that clinics, hospitals and related healthcare facilities in its geographical reach are well organized, appropriately funded and serve the needs of residents of all ages.
- The Regional Hip and Knee Replacement Program is responsible to improve access to timely assessment services for possible primary hip and knee replacement surgery, utilizing a regional central intake referral processing site and multidisciplinary assessment teams based at four assessment centres: Cornwall Community Hospital, Hôpital Montfort, the Queensway Carleton Hospital and The Ottawa Hospital.
- Referrals are sent directly to the regional central intake centre, and referring physicians and patients may choose services from a specific hospital, a specific surgeon or from the next available hospital/surgeon.

“Everyone at Vocantas was helpful, friendly, worked within our constraints and gave lots of advice on the survey composition”.

-Maureen Sly-Havey, #Project Manager LHIN

Regional Hip and Knee Replacement Program

Business Problem

What business problem did you need to solve using the Vocantas Interactive Voice Response (IVR) solution?

- A critical area of the newly formed LHIN program was to evaluate satisfaction from patients across the region that had used the central intake service and the services of the four associated hospital facilities, individual surgeons and nursing staff.
- The survey data was needed in real time, had to be offered in both official languages (French and English) and the cost to administer and evaluate the responses had to be kept to a minimum.
- The results of the survey were used in real time to quickly adapt the program to meet the needs of patients, and then test the satisfaction of patients when improvements were in place.
- Finally, the surveys had to be delivered and reported in a consistent and objective manner to ensure the data was accurately collected and measured.

Previous Situation

- Before the Vocantas' patient satisfaction IVR survey was in place, the Hip and Knee Replacement Clinics surveyed their patients the old fashioned way – using pen and paper.
- Collecting responses this way was not only time consuming, and expensive, but resulted in a low response rate by patients, was inconsistent in delivery and data collection, and the results of the surveys were not available in real time.

Solution

- Vocantas deployed a 3-week long interactive phone survey on behalf of the LHIN in February 2011.
- Automated calls went to each patient's home and asked them to confirm that they were the patient of the Hip and Knee Replacement Program.
- A series of questions were asked of the patient regarding their experience with both the central intake process of the regional LHIN as well as their experience at the specific clinic at one of the four regional hospitals where they received services. For example; did you feel you had your appointment within a timely fashion?, did you go to the assessment location of your choice?, did you receive services in the language of your choice?.

Benefits

- By using an IVR, the LHIN clinics enjoyed the convenience and ease of polling patients while receiving a significantly improved response rate over paper-based surveys.
- The clinics received the survey results back within days of completion of the 3 week calling window and in a format that was readily usable for improvements and related action.
- The LHIN was immediately able to share the data results with surgeons, clients and the Ministry of Health.
- The success of the surveys allowed the LHIN program to implement changes quickly and efficiently and ultimately resulted in the program receiving additional funding to extend the life of the program.
- The surveys allowed the administration to pinpoint exactly what was working and what wasn't and repair areas where improvement was required.
- The survey was offered through the IVR in the patient's official language of choice.
- The data collection, administration and reporting was not a drain on LHIN staff resources, as the calls went directly to patients and the data was reported back to the LHIN through a 24/7 web portal with standard reports ready for export.

Headquartered in Ottawa, Canada, Vocantas is a privately owned company. Founded in 2003, Vocantas develops interactive voice response systems (IVRS) that automate routine telephone communications. Using a combination of advanced computer telephony and speech recognition technologies, the company has developed and deployed proven successful IVR solutions.. Vocantas currently serves over 130 clients in Canada and the US in a wide range of markets including healthcare, higher education, utilities and customer service.

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