



Helse Vest Enables Better Patient Care with Avaya



Avaya helps large, geographically dispersed Norwegian healthcare authority improve administrative efficiencies, reduce call abandonment rates, and improve care coordination.

Based in Stavanger, Western Norway Regional Health Authority (Helse Vest RHF) is a state-owned regional health authority that operates the second largest health region in the country. The authority's five health trusts operate nine hospitals that deliver healthcare to 1.1 million citizens in the counties of Rogaland and Vestland.

Identifying the Problem

Helse Vest RHF needed to improve efficiency, reduce response times and provide quicker advice to calling patients by centralising the remaining parts of their regionalised digital platform to be managed by the central ICT team - Helse Vest IKT.

Helse Vest RHF recognised that patient access and care coordination were being negatively impacted by the disparate technologies used by many of its hospitals and reporting limitations that provided limited visibility into contact centre workflows. Helse Vest RHF also realized that it needed to address their staffing procedures and call centre workflow redundancies that existed in each healthcare facility.

Goals

- Achieve Health Mandate Status:
 - Patient-centric approach to improving service quality:
 - Anyone in need should get answers to their health issues as quickly as possible
 - Shorten inpatient call response times
 - Demonstrate answering 80% of incoming patient calls within or under a minute

Challenges

- Labyrinth of incongruent telecom and audio-video solutions
- No reporting capabilities
- Aging telecom infrastructure
- Siloed technology inside regional hospitals
- Organizational synchronization issues:
 - Overlapping lunch breaks at different infirmaries
 - Varying reception hours at different policlinics created scheduling challenges for patients
 - No automatic call handover between the clinics created call centre coverage gaps

In addition, Helse Vest had to comply with Norway's National Strategy for Quality Improvement in Health and Social Services mandate that ensures patients receive quick and timely responses to their healthcare inquiries. At Helse Bergen, Helse Vest RHF's largest hospital, roughly every third patient call was abandoned due to long waiting times. Helse Vest knew that to comply with the government mandate, it needed to streamline its disparate communications platforms and implement a patient-centric approach to improving patient care quality.

Meeting the Patient at the Centre Mandate

Helse Vest RHF knew that their existing decentralised communication systems were unable to support their future digital transformation needs. However, Helse Vest RHF recognised that increasing their technology and telecom footprint might create additional, unforeseen technology gaps.

To leverage their existing solutions and minimize disruption to their contact centre and patient communications, Helse Vest RHF needed a scalable and sustainable solution across their entire regional hospital ecosystem. They needed deep contact centre reporting capabilities to track call centre workflows and integrate and benchmark KPIs. Ultimately, the ideal solution needed to provide deep, quantitative data analytics so Helse Vest RHF could demonstrate how and when they were reducing patient hold times.

Achieving Patient Centric Healthcare

To gauge the initiative's success, Helse Vest RHF manually tracked call centre calls before and after the implementation and created guidelines for the new solution's automated reports. The Avaya Aura Contact Centre reports quantifiably demonstrated that on average, 20% more calls were being answered. When some of the calls were routed to a generic front desk, Helse Vest saw another 20% decrease in calls being triaged to the appropriate care team.

By implementing Avaya's Unified IP-based technology platform with its powerful VoIP features and simple configuration, Helse Vest IKT now has access to faster and easier remote support and troubleshooting. With Avaya, they streamlined their IP platform, improved operational measurements, meet KPIs, and reduced patient wait times.

Leveraging existing technologies to improve patient coordination was paramount for Helse Vest RHF and, with Avaya's technology, Helse Vest RHF surpassed the requirements of the National Strategy for Quality Improvement in Health and Social Services Mandate.

Helse Vest Rhf Results

- Upgraded IP infrastructure to a centralised technology platform
- Converted telephony solution from traditional to IP based technology
- Introduced extensive, automated reporting capabilities

“We saw different technologies increasingly merging into each other and recognised that a change in our technology were needed to reap the full benefits of a centralised IP platform”

—John Arne Lillestøl, Head of Section Telecom at Helse Vest IKT.

Value Created

- 40% reduction in call abandonment rates
- Improved care coordination workflows based on comprehensive near real-time contact centre data
- Shorter patient hold times
- Improved staff efficiency by eliminating redundant administrative efforts and optimizing skillsets

About Helse Vest RHF and Helse Vest IKT

Helse Vest RHF manages five healthcare institutions in the southwestern part of Norway. Helse Vest IKT is a separate organisation beneath Helse Vest RHF, managing the regions' ICT solutions. In total, Helse Vest RHF employs 29,000 people.

Helse Vest IKT delivers technology and services to the hospitals in the region and manages the centralised ICT platform.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.