

## **Health Care IT Requires Full Time Intensive Care**

Nothing requires 99.999% uptime and high resolution speed more than health care. Patient outcomes hang on your ability to manage problems with the technology now required to provide the top of the line health care mandated by government regulation, medical organizations, patients, and families.

As a full service management solution provider for the healthcare industry, C2 Innovations can help you maintain the highest standards of both service provision and information technology management demanded in this field.

### **The Challenges of Meeting Core Goals**

Health care IT has three core goals dictated by the various taskmasters within the organization:

- Quality and safety of patient care
- Regulatory compliance
- Operational performance

The challenges presented by today's medical environment and clinician use of technology can seem to put you at odds with these goals. Health care workers are more geographically dispersed, if only across a large campus; they demand up-to-the-minute patient information that is highly accurate; and they increasingly want to use mobile technology for its convenience and portability. On top of all this, you probably have a variety of platforms, operating systems, and connections that must work together seamlessly.

Contrasting these needs with the core goals shows you the fine line walked by your health care IT service desk. Security of information throughout all communication channels is paramount, yet so is accessibility. Large numbers of applications are being used that service desk staff must support. And then staying within regulatory compliance as it exists in the health care field can tax the best of IT departments.

C2 innovations, a full service management solution provider for the healthcare industry, has the answer to all these challenges by offering you the tools to trace requests from input to resolution by keeping an optimal information level about the requester, tasks, levels of service and any information relevant to the follow-up of requests.

### **Increasing Performance and Efficiency While Decreasing Costs**

Health care is just as constrained as every other segment of the economy yet you have much less leeway when it comes to cutting services. Even non-critical health services are too important to consider lowering standards or reducing health care opportunities. Maintaining the same high level of support is just as critical. In this case, you may feel you are answering more to patient and clinician convenience and share of pocketbook than medical needs but even the least experienced healthcare worker knows non-critical can become critical at any moment.

Performance and efficiency can be immeasurably enhanced by using technology wisely. Permitting access to self-service on the web, by email, or over the phone can decrease the number of calls fielded by IT service desk workers, leaving them more time to resolve more urgent and involved problems. Creating an easily used and continuously updated knowledge base can increase first call resolution, resulting in less time spent on the phone. Automating ticket process workflow ensures that all problems are handled on time. Access to analytics helps you find those parts of the process that cause problems and become more proactive as you learn the signals of an emerging issue. (In IT as well as health care, an ounce of prevention is worth a pound of cure.)

Full service management solution providers for the healthcare industry, such as C2 Innovations, know that automating follow-up and processing of tasks by using the automatic creation of requests and adopting intervention templates for your support team increases efficiency without sacrificing quality.

### **Managing Service Quality with ITIL**

ITIL compliant systems include all the tools necessary for efficient and transparent problem, incident, event, service, and change management. All of these areas require a clear and complete audit trail created without any extra work for your service desk. To this end you must ensure that information entry for each request is complete and includes all necessary components to decrease the chances of missing information and prevent multiple call-backs.

C2 Innovations enforces this practice by creating request templates fitting the processes determined by the good practices detailed within *ITIL v2* and *ITIL v3*. A true full service management solution provider for the healthcare industry will not leave you vulnerable to charges of non-compliance.

Health care is a highly regulated, security sensitive field that has an immediate and lasting impact on those dependent upon it. Introducing and using technology within this environment will increase the success rate of patient outcomes while adding efficiency and accessibility to an area with an immediate need for improved productivity and decreased costs without sacrificing patient care.

C2 Innovations provides a solution you can use to create requests in a heartbeat, monitor your IT service desk environment holistically, while improving outcomes for both patients and clinicians.