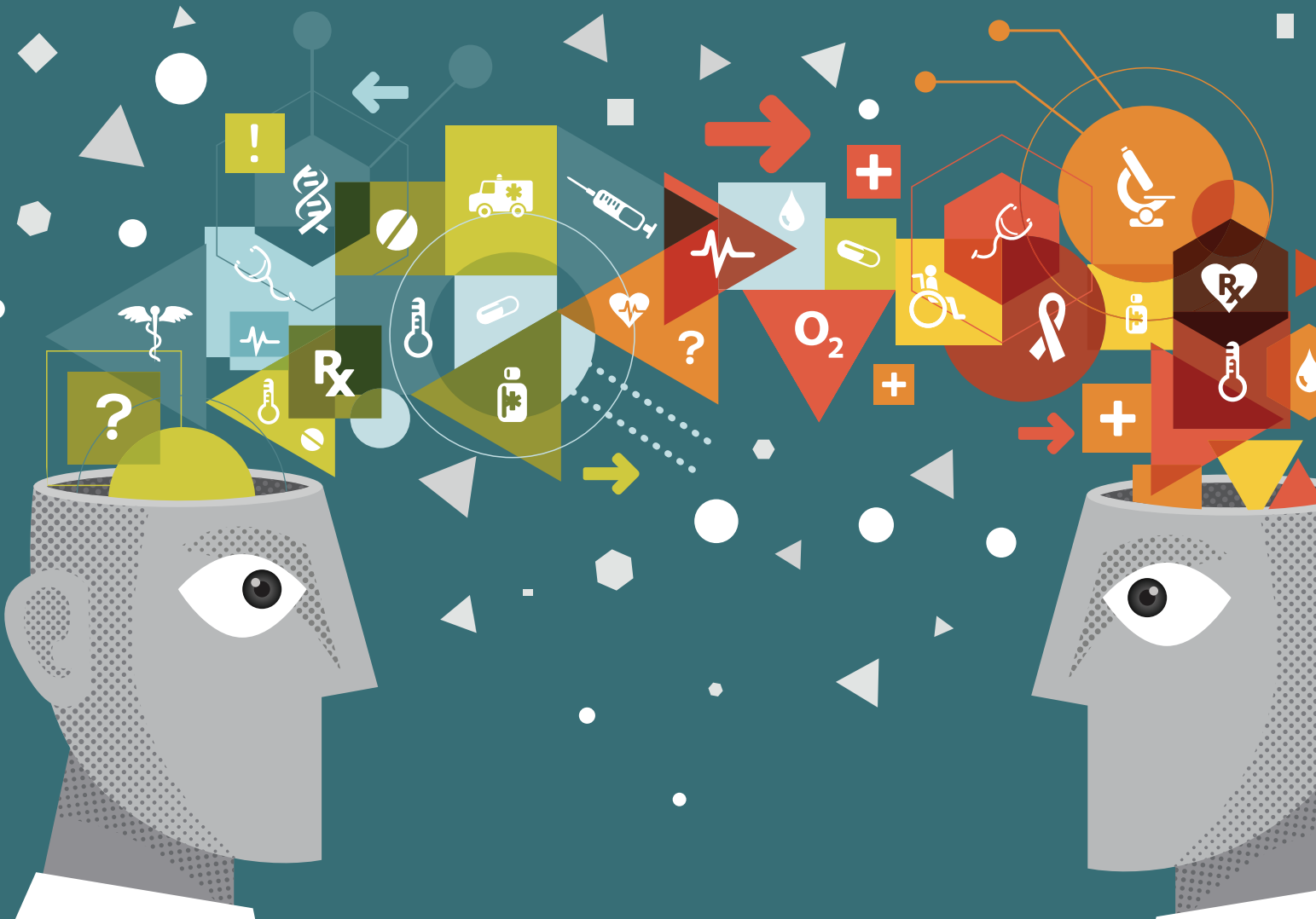




## Why We Endorse:

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Service Desk Services from CareTech Solutions





### The Challenge

For hospitals and health systems to ensure they can deliver the best possible patient care and operational performance, they must offer 24/7/365 support for staff's use of the organization's information technology. Providing the necessary assistance in-house, however, presents many challenges. It requires significant headcount and leadership, along with the resources needed to attract, train and retain a talented service desk staff knowledgeable in both clinical and business applications. It also demands a significant capital investment in the latest technology and tools, flexible processes that can satisfy both business objectives and end-user expectations, and ways to measure performance to allow for process improvement.

After a thorough review of solutions designed to address these challenges, the American Hospital Association (AHA) has awarded its exclusive endorsement to CareTech Solutions' Service Desk Services.

### The Solution

The health care-specific Service Desk Services from CareTech Solutions provide the specialized support needed for hospitals' complex IT services in an efficient and cost-effective way. By resolving an average of 70 to 90 percent of issues on first contact, they enable staff members to get back to work fast. And for physicians, an exclusive high-priority hotline facilitates their swift return to delivering quality patient care.

CareTech's 300 U.S.-based service desk analysts receive rigorous training to handle any question on hospital IT infrastructure, business information systems and clinical applications, including electronic medical record systems; and to engage on-site field services technicians. They also provide patient-friendly assistance to people needing help with the hospital's patient portal website. All end users gain convenient access to service desk experts through a single point of contact.

The Service Desk Services solution protects information security through HIPAA-compliant delivery centers, a highly secure infrastructure that hosts its applications as well as those of client hospitals, and strict compliance with a security protocol overseen by CareTech's chief information security officer and security team.

**A number of factors led the AHA to award its endorsement to Service Desk Services from CareTech Solutions, including the services':**

- Health care-specific focus
- Nearly 20 years' experience in 24/7/365 service desk delivery
- Secure, U.S. based centers staffed with highly trained health care IT professionals certified in every major clinical and business platform
- Performance-excellence approach focused on continuously improving service delivery
- Demonstrable return on investment based on won industry benchmarked metrics
- Multiple-year recognition by KLAS Research as "Best in KLAS" in the IT and Partial Outsourcing categories



The health care-specific Service Desk Services from CareTech Solutions provide the specialized support needed for hospitals' complex IT services.

## What Hospitals Say

*The quality of CareTech's Service Desk has consistently exceeded the industry standard of customer service and first call resolution. CareTech is committed to client partnership and understands the importance of providing excellent support.*

**MARC FERGUSON**  
Executive Director IT Operations  
Nebraska Medicine, Omaha, NE.

*For over a decade, CareTech has provided world class Service Desk Services. Our long-term partnership with CareTech demonstrates their consistent reliability and a mutual culture of continuous improvement and a commitment to quality of service.*

**SUBRA SRIPADA**  
Executive Vice President, Chief Information Officer  
Beaumont Health System, Troy, MI.



*CareTech is our provider for Service Desk Services and their performance is particularly above expectations in Quality Improvement Management. They address issues with the intent to find and resolve at the root cause which creates an environment of ongoing improvement. They are true to their strategy of Performance Excellence in Healthcare IT.*

**WILL LANDRY**  
Director of IS Infrastructure  
Lafayette General Health, Lafayette, LA.

## About the AHA Endorsement

The AHA Endorsement is the result of an extensive and rigorous process that begins with the identification of hospitals' most significant market challenges and ends with the selection of the solution that best addresses them.

### AHA SIGNATURE DUE DILIGENCE PROCESS™

The process begins when AHA Health Forum issues a request for information open to all players in the field to submit their solution for consideration. Health Forum reviews all submissions to narrow the field to the top candidates for AHA Endorsement consideration.

Finalist criteria are stringent and based on a number of factors:

- The quality of the solution and its effectiveness in addressing the identified challenge
- Financial stability and long-term viability of the company
- References

After in-person presentations, extensive reference checks and a thorough review, Health Forum awards the Endorsement, typically for a one- to three-year term.

The AHA then works with the organization to educate member hospitals on the challenge at hand, and how the Endorsed solution can effectively address it. At the same time Health Forum promotes AHA Endorsed solutions to hospitals, it also works with the solutions' vendors to help them understand, and better address, hospital challenges. The organization works to bring vendors and hospitals together to overcome obstacles and deliver better, more efficient, higher quality care.

When hospitals select a product or service that has earned the AHA Endorsement, they can be confident it has met the AHA's highest standards.

## About AHA Health Forum

Health Forum is the strategic business enterprise of the American Hospital Association (AHA) dedicated to serving member hospitals by helping them identify the optimal solutions to their most pressing market challenges. Through the AHA Endorsement, along with educational programs featuring peers and industry experts, Health Forum supports the decision-making process for hospitals looking for partners to help with clinical integration, information technology, talent management, cultural transformation, financial sustainability, the patient flow and other key challenges.

*The American Hospital Association (AHA) Endorsement Seal is the exclusive property of the AHA. Health Forum, the strategic business enterprise of the AHA, is compensated for the use of the AHA marks and for its assistance in marketing endorsed products and services. By agreement, pricing of endorsed products and services may not be increased by the providers to reflect fees paid to the AHA.*

1

### IDENTIFY HOSPITALS' MOST PRESSING OPERATIONAL ISSUES

- Obtain input from hospital executives, policy makers, AHA advisory committees

2

### CONDUCT A FULL MARKET SCAN

- Establish selection criteria
- Issue Request for Information to the market
- Review, score submitted RFIs

3

### REVIEW LEAD CANDIDATES

- Leading organizations present capabilities
- Align on AHA mission and vendor expectations
- Assess, rate, request referrals

4

### SELECT FINALISTS

- Conduct Visioning Session on potential partnership
- Verify references



**AWARD ENDORSEMENT**