









## Any horror stories to share about poor launch efforts?

**Karl:** Some hospitals have sent their super-users to the floor to address the physician issues and solve problems as quickly as possible. However, they were not opening up any tickets. They were resolving issues all day without any tracking, so they didn't have the information they needed to make smart solution-driven decisions. By not tracking you don't know how many resources are needed to staff the command center the following day, and you don't know if having just one person on the floor is sufficient support for the entire population. To operate efficiently, you need to be able to spot the trends and react quickly.

There also have been cases where the hospitals had the super-users writing issues down on paper to capture necessary information and deliver it to the Command Center. This added a manual step in the process, requiring someone to have to enter all of the information. Besides this practice being inefficient, the problem was often there was not enough information on the ticket. Sometimes there is no contact phone number or record of where the computer was located. So you might send resources out to fix a problem and not know which computer to fix. You run into the potential of information getting re-entered incorrectly, and this is how many issues are left unresolved.

These problems could have been avoided by arming super-users with tablets that link to the incident management system (we use Remedy), so they can open up a ticket on the spot, capturing all the right information quickly and accurately leaving no issue unresolved.

Those are two of the biggest pain points for the customer. Capturing complete information is vital so you can plan well for the future a well-thought-out and thorough process and system. Without this, your end users will become frustrated due to inefficiencies or lack of support.

## In what ways can CareTech Solutions support a go-live with its Command Center services?

**Karl:** Principally, we offer Command Center services only to our existing clients. It can be a basic on-site Command Center desk that answers the influx of calls providing tracking and expertise. Or we can offer a blended approach where we take some calls from our Service Desk in Troy, and have some of our agents on the ground in the on-site Command Center.

Whatever approach you take, we highly recommend the inclusion of elbow support. By providing staff with a high proficiency level, we can address the critical how-to's, support walk-in traffic, and resolve about 70 percent of the issues without escalation.

## Summary

Many factors determine the success of a go-live Command Center:

- An effective incident management system
- Thorough pre-launch training
- Knowledgeable support staff
- Strong elbow support on the floor
- Fast, accurate tracking to adjust staffing levels confidently and quickly
- Flexibility and great attitudes rooted in experience

If you are interested in finding out more about how CareTech Solutions can support your clinical and business-system end users – day or night – from our onshore, healthcare-only Service Desk that is staffed with trained and certified analysts, call us at 877.700.8324 or visit our website at [www.caretech.com](http://www.caretech.com).



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