

# University of Pennsylvania Health System

*The following was written by TMCnet's Senior Contributing Editor, Brendan Reed, and published on TMCnet.com*

## Highlights

### Industry

- Healthcare

### Challenge

- 6 of its contact centers lacked call recording and/or needed emergency replacements

### Solution

- Encore™ Technology Suite

### Results

- Encore met all RFP objectives
- Helps maintain HIPAA compliancy
- Increased standardization across various business units

## Call Recording the Experiences

Today's call recordings solutions can make a difference in contact centers, whether the rationales for choosing them are to replace outmoded tools and to accommodate expansion and/or boost customer satisfaction, bolster quality assurance, compliance and dispute resolution. The following example illustrates just that.

## Old School, New Recording Technologies

Call recording is a vital tool for healthcare providers, enabling them to provide and ensure quality service and resolve disputes; they must comply with stringent regulations such as HIPAA (Health Insurance Portability and Accountability Act), which means they must be kept up to date along with the other technologies used in these facilities.

The University of Pennsylvania Health System (UPHS), whose heritage includes becoming the nation's first school of medicine, in 1765 and the first teaching hospital, in 1874, has a network of hospitals, university school of medicine, medical centers, outpatient facilities, clinical practices, primary care physicians and specialists.

In 2007 UPHS examined its network of six existing and planned contact centers, each with its own needs, and realized that it needed new call monitoring and recording solutions for them:

- A 220 seat center, handling over six million calls annually for appointments, completion of intake questionnaires, or transfers, was moving to a new location and needed new equipment and technology.
- A 100 seat center, which fields calls for specific hospitals, needed an emergency replacement as its technology was becoming unreliable.
- A 125 seat center, which serves clinical offices of approximately 20 different practices, needed to replace its PBX that did not have quality monitoring or recording capabilities.
- One 50 seat center, whose agents scheduled patients, needed emergency replacement. Its recording platform was at end of life and needed a reliable platform for HIPAA compliance.
- Another 50 seat center at one of the hospitals required a technology platform upgrade to include quality monitoring and reporting.
- A 50 seat center that is new construction, with planned expansion to 125 seats, for expanding clinical practice specialties required quality monitoring and reporting.

In early 2008, UPHS issued an RFP for a new set of recording solutions for deployment during fiscal 2009-2011. It turned to dvsAnalytics and its Encore™ call recording and quality management product. The healthcare organization found the solution to be the most user-friendly overall as it easily ran scheduled and custom reports, and was simple to locate stored records on for quick playback.

“As our research continued, we realized how the Encore reporting and quality management capabilities could leverage the overall effectiveness of operator and patient scheduling operations,” recounts Dominick DiPietro, UPHS corporate director, telecommunications.

With disparate types of technology across multiple sites, typically there would be integration challenges. Fortunately, Encore’s built in CTI links for both VoIP and TDM allowed for challenge free implementations in all but one site. The site that posed the challenge had an aged switch, not supported by standard CTI integrations.

“However, dvsAnalytics responded with a solution, modified its standard integration to work in our environment and successfully completed the project within 30 days,” says DiPietro.

The dvsAnalytics solution, in its staged deployment is proving successful. UPHS, like other dvsAnalytics customers, receives regular software upgrades and plans to use these added capabilities such as encryption enhancements for HIPAA compliance, expanded agent and team performance reporting, SNMP alerts and additions to the Avaya integration interface to increase standardization across the various business units.

“Due to dvsAnalytics’ ability to meet our requirements and time frames, our plans have remained on schedule with no changes,” reports DiPietro. “We are looking forward to their new releases of best practice evaluation templates, expanded global search capabilities, enhanced reporting and speech and desktop analytics.”

Read, Brendan B. (2010, September 7). Call recording the experiences. *TMCnet*. Retrieved from [http://call-recording.tmcnet.com/topics/call-recording/articles/99985-call-recording-experiences.htm#Scene\\_1](http://call-recording.tmcnet.com/topics/call-recording/articles/99985-call-recording-experiences.htm#Scene_1)

#### About dvsAnalytics

dvsAnalytics is a leading provider of agent productivity and analytics solutions for enterprises and contact centers. For more than 25 years organizations have relied on dvsAnalytics proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve productivity.

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