Customer Story - **Church Health**

Church Health
Slashes Ticket Resolution Time
by **81%**

Church Health
care for one another

The nonprofit brings speed, consistency, and efficiency to healthcare services for the uninsured.

About Church Health

Church Health is a faith-based, nonprofit organization in Memphis, Tennessee, ensuring working, uninsured people and their families have access to comprehensive and affordable healthcare. On average, the organization provides treatment for approximately 5,000 patients each month, as well as training, education, and outreach to countless individuals and organizations.

The challenge of doing well, while doing good

Church Health's IT service management department supports electronic medical records (EMR), and workflows for HR, accounting, fundraising, and health clinics.

Service issues were handled haphazardly and very manually. Emails and tickets for IT support were inconsistently answered, with employees sometimes stopping IT staff in the halls or tracking them down by phone to ensure issues were addressed. Approximately 5 to 10% of emails or service record details were missed or incomplete.

With cloud-based systems and their EMR hosted several hundred miles away, it was vital that Church Health's technology was working consistently and that users enjoyed rapid service. IT support quickly became a lynchpin for the whole organization.

Yet, even with the IT team working as hard as possible, they were perceived as being ineffective. Some employees, thinking the team just too busy to help them, made attempts to troubleshoot issues on their own. This led to a patchwork of workarounds and temporary fixes that further complicated IT support.

Scotty Chambers,
IS Manager, Church Health

"SysAid has been instrumental in managing support for all our various activities."
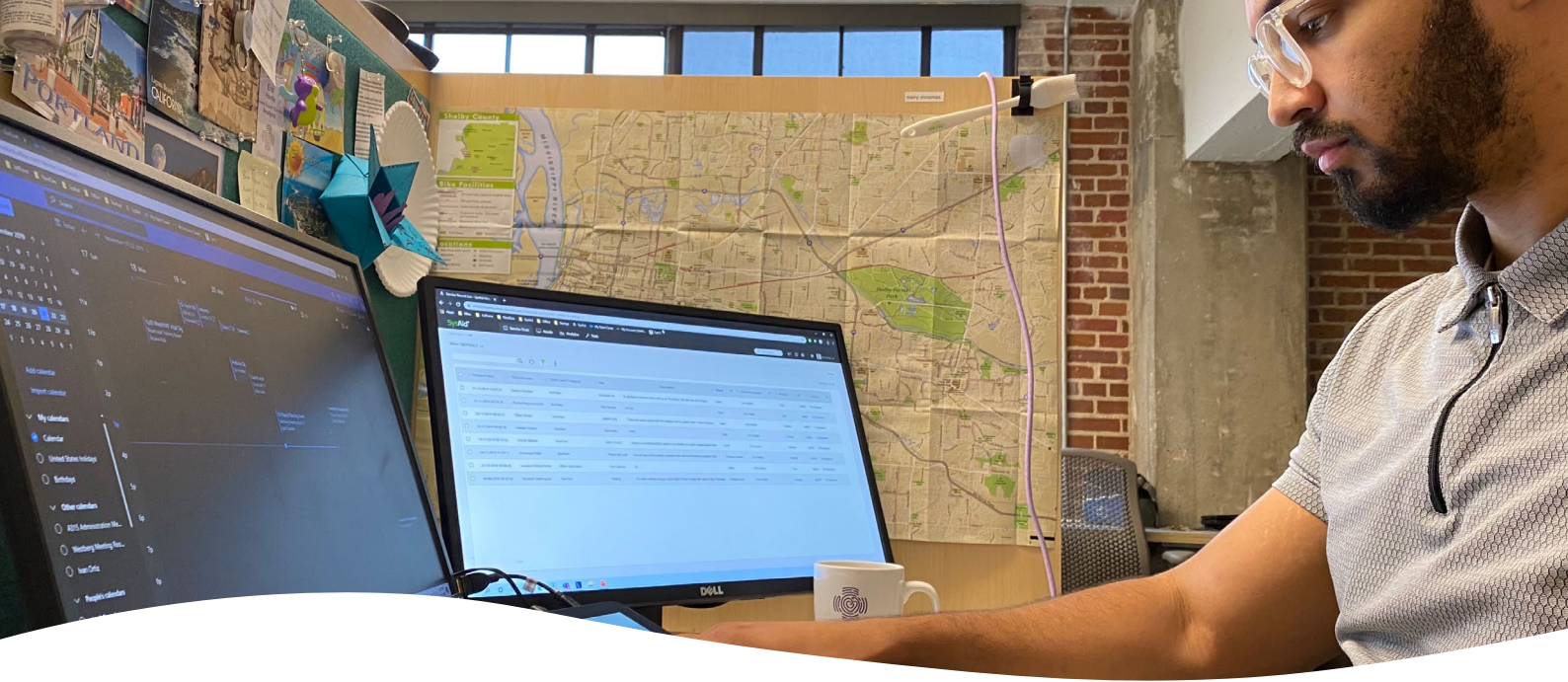
A forward-thinking solution that increases data security

As Church Health takes pride in being a forward-thinking, technology-driven organization, its service management team decided to take advantage of SysAid to address its operational challenges.

They are using the SysAid solution for ticketing and asset management across the organization, with several category-specific templates and workflows. This includes common service records such as physical facility repairs, credentialing, employee onboarding, and software troubleshooting, as well as tickets for collecting donated medical equipment, and adding new healthcare providers, drugs, or treatments to a picklist in the system.
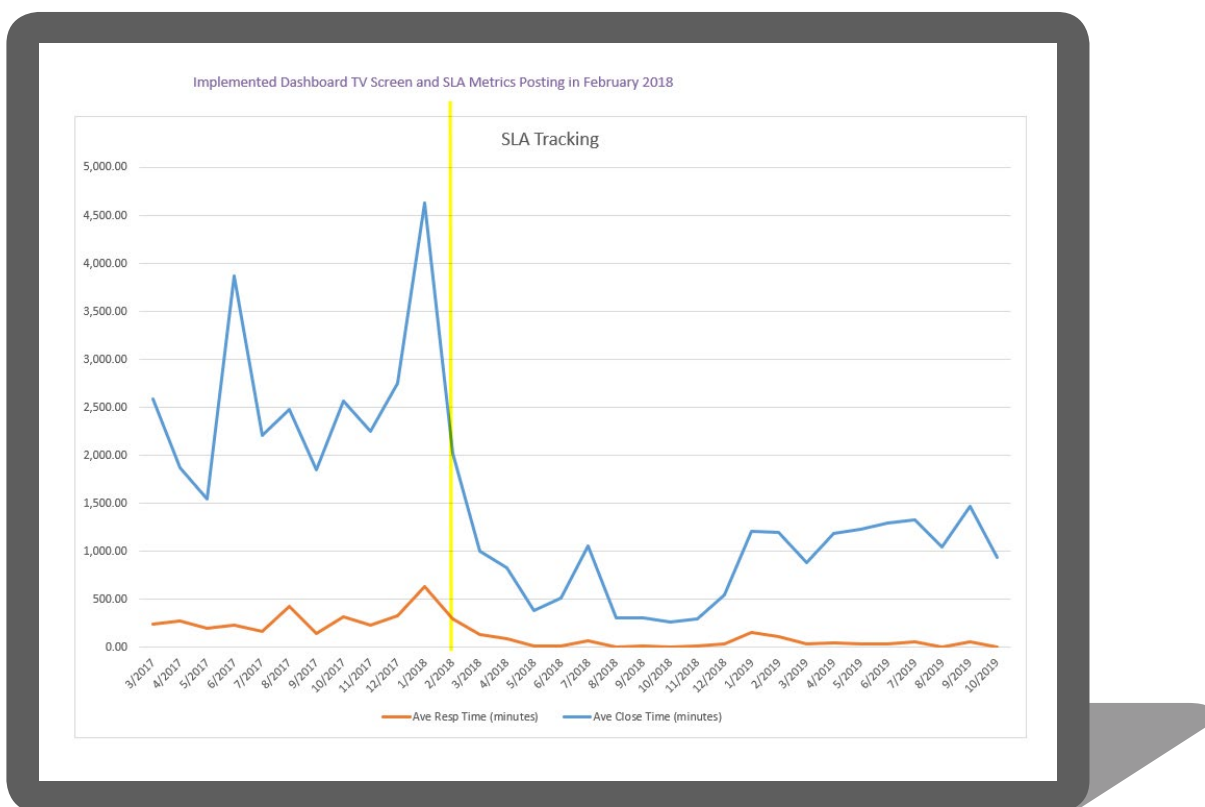
Another industry-specific function that SysAid fulfills is monitoring encryption on the organization's laptops. While the solution's asset management features are used extensively for Church Health's portable and desktop computers, real-time alerts regarding encryption issues is a critical feature. It helps ensure patient medical information remains secure and confidential, even in the event of a lost device, avoiding the risk of a costly HIPAA breach.

Like encryption issues, any ticket indicating that a healthcare provider or clinic is unable to continue providing treatment is considered high priority. All tickets are automatically prioritized and routed according to predefined categories and urgency, with relevant IT team members notified in real time.

Since implementing the self-service portal, about 75% of Church Health tickets are opened directly via the portal.

In addition to advanced technology, the IT team also adopted a motivational strategy of displaying a live feed of the SysAid dashboard on a large TV screen in the office. The screen shows all open tickets and to whom they are assigned – which increases awareness and galvanizes staff to be proactive in resolving issues. To complete the picture, the IT manager posts a SysAid report on the door every month showing the team's success in meeting in-house service level goals.

Implemented Dashboard TV Screen and SLA Metrics Posting in February 2018

SLA Tracking

— Ave Resp Time (minutes) — Ave Close Time (minutes)

Rapid results and long-term value

"The implementation of SysAid has definitely improved speed, consistency, and efficiency," according to Scotty Chambers, Church Health's IS Manager. Built-in service desk automation streamlines workflows and mitigates the impact of human error, while improving medical data security. The public display of the SysAid dashboard has also contributed to greater transparency and accuracy, as it has motivated closing tickets in a timely manner.

The results have been dramatic and measurable.

The IT team set performance goals, based on predefined prioritization categories, for first response and closure times. Within just one month:

Average first response time

3 Hours

16 Minutes

Average closure time

16 Hours

3 Hours

And Church Health has successfully maintained those service levels ever since.

SysAid's value for the organization is clear. With the solution's built-in analytics and reporting features, this can be easily presented to executive level decision makers at Church Health with hard data and engaging visuals.

'We want to do even more with SysAid'

The organization will be expanding use of the solution among employees, including for supporting EMR systems analysts and knowledge distribution. The IT team is also planning to improve current custom reports and design new ones, with more detailed analysis, as well as to introduce change management.

Church Health has seen rapid, positive results as it begins to leverage what SysAid has to offer. That's why the service management team expects to play an even greater role in the future in supporting the organization's mission of helping their end-users experience the richness of life, health, and well-being.

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