Calibre and HealthCare

No organization can afford to let the quality of patient care suffer.

As healthcare providers face greater quality-focused demands such as Value-Based Purchasing, Preventable Readmissions, HCAHPA surveys, hospital-acquired conditions and more, it is paramount for healthcare organizations to create a culture of continuous development to improve patient satisfaction and employee engagement. The actions taken today will impact your organization's reimbursements tomorrow.

Supporting your call center is a crucial step to improve operational and financial outcomes. Calibre Recording and Analytics software provides a performance management solution that integrates multi-channel interaction recordings and associated analytics to provide actionable data that ensures enhancements in patient service levels, and reduces turnover through ongoing monitoring and evaluation of performance and call-handling.


Ensure High Patient Service Levels with Metrics that Measure the HCAHPS Responses

- Evaluate patient communication with nurses and doctors
- Review interactions about medications
- Ensure accurate discharge information is provided and understood with post-discharge calls

Support your Preventable Readmission Reduction Program and Gain Higher Patient Perception of Care with Post Visit Follow-Ups

- Ensure prescriptions are filled
- Schedule follow-up appointments
- Confirm patients' understanding of dietary needs
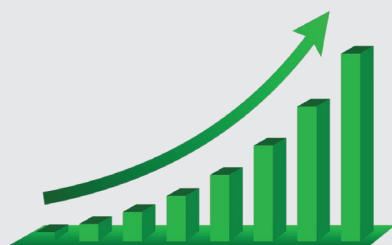
Improve Employee Engagement with Ongoing Real-Time and Near-Real Time Monitoring, and Evaluation

- Conduct staff coaching and mentoring based on real-world interactions
- Guarantee accountability with easily accessed records
- Conduct root cause analyses to understand adverse events and prevent them in the future

Verify Compliance with Guidelines and Requirements from the Joint Commission and HIPAA

- Secure architecture prevents unauthorized access to sensitive data
- Ensure accountability and settle disputes with audit trails for event reconstruction
- Comply with guidelines and requirements from HIPAAP and CMS approved accreditation organizations (AOA/HFAP, DNV Healthcare, and TJC)

Reliable Products that are On Time, In Budget and Offer a Strong ROI

- Interactive, real-time dashboards customized to monitor and report on key performance indicators
- Automated monitoring with real-time notifications
- Integrated interactions (VoIP, analog, chat, radio, video, text, unified communications)
- Integrates seamlessly with third party solutions and applications
- Reliable and resilient architecture with I'm Alive™ monitoring system
- Scalable to grow with your organization
- Economical from tens to thousands of channels.
- Customizable to meet future quality performance metrics

HG HigherGround TECHNOLOGY SOLUTIONS
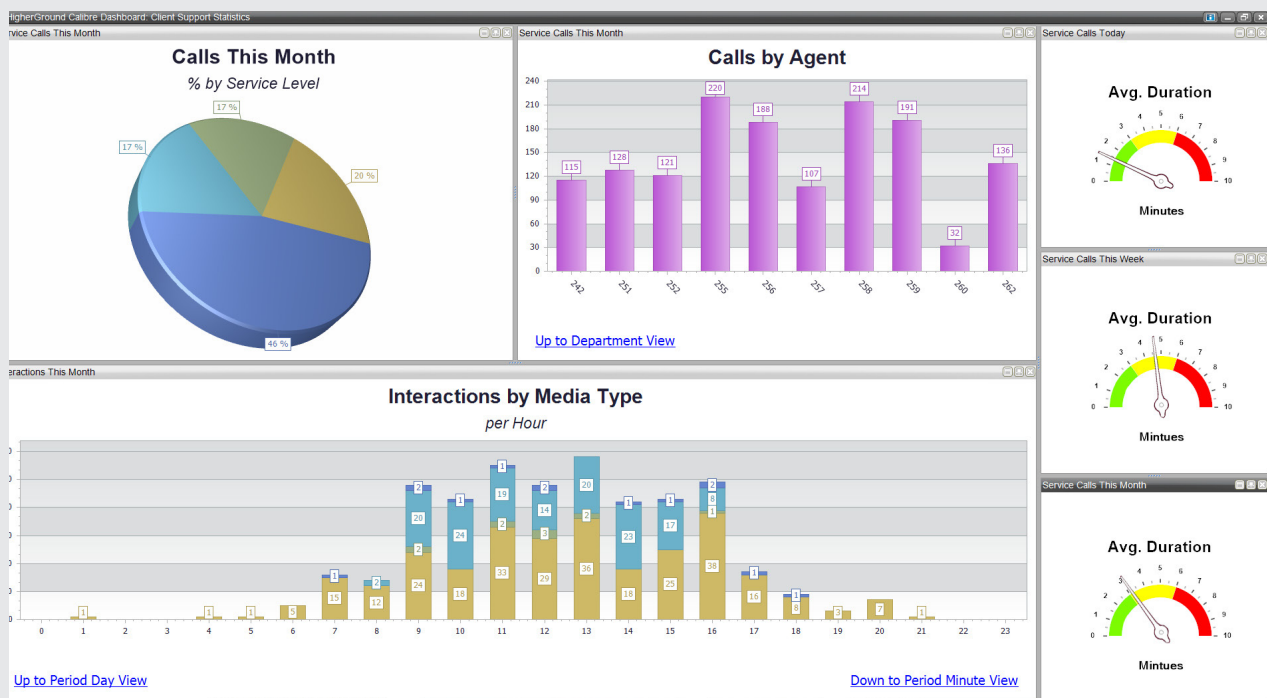
Bringing Peace of Mind with Mission Critical Technology Solutions

calibre