

Overview

Trace Quality Assurance™ (TQA) provides a platform for hospitals to perform consistent, objective quality assurance reviews of staff communication – thereby creating predictable performance and improving the patient experience.

TQA leverages the hospital's repository of digital interactions including faxes, images, phone calls, and face-to-face recordings. Custom scorecards and powerful reporting tools give hospitals the ability to track and trend quality scores by team, agent and even keyword – quickly pinpointing problem areas and training needs.

Benefits

Hospitals leverage TQA to drive performance and reinforce key measures such as:

- Enhance patient and physician satisfaction
- Improve compliance with policies and procedures
- Collect payment upfront and improve financial performance
- Increase productivity and reinforce best practices
- Protect staff with objective proof of information exchanged

Scorecards and reports

Scorecards can be customized to reflect each function's unique questions and scoring criteria. Administrators can create an unlimited number of scorecards and customize questions, responses, keywords, and weighting criteria.

Common areas of voice audit:

- Followed approved scripting
- Used pleasant tone of voice
- Employed proper hold procedures
- Included request for payment
- Provided complete and accurate instructions
- Asked meaningful questions

Quality Assurance reports

Quality assurance reports track and trend scores over time by team, agent or question. This trend analysis helps identify strengths, problem areas and best practices. Reports are frequently used to provide objective feedback to aid in coaching and performance management.

- Create trending reports by question to help identify strengths and problem areas
- Aggregate reports by individual, manager, team, and department
- Leverage scorecard reports to aid in performance management

For more information, contact a Vyne Medical sales representative today.

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