PURECONNECT STATE OF THE UNION

MIMI NGUYEN, SR. DIRECTOR - PRODUCT MANAGEMENT, GENESYS
ALICIA GEE, DIRECTOR OF UNIFIED COMMUNICATIONS, SUTTER HEALTH
MARK BERENGUIER, DIRECTOR OF OPERATIONS, SUTTER HEALTH
MIKE RICE, “SC FOR LIFE”, GENESYS
LET’S CLEAR THE AIR
WE HIT A SNAG
IT STARTED OUT SIMPLE ENOUGH
Grew to be complex and disjointed
SIMPLIFY WITH ALL-IN-ONE BUT NOT ALL-AT-ONCE
Sutter Physician Services

PureConnect Journey

Presented by:

Alicia Gee, Director, Unified Communications
Mark Berenguer, Director, PAS Operations
SPS Overview

- Wholly-owned subsidiary of Sutter Health
- Focused on the physician enterprise
- 2,000 employees in California and Utah
- Supporting 5,000 clinicians in owned medical groups and independent practices
- Services highlights
  - $3.1B in revenue cycle management collections
  - Administering 400,000 managed care lives
  - Over 10M+ patient access contacts annually
Mission

Our mission is to provide physician groups, hospitals, and integrated delivery networks across the nation with revenue cycle, patient access, and accountable care solutions that enhance their ability to:

- Improve the patient experience of care
- Improve the health of populations
- Reduce the per capita cost of health care

Triple Aim
History (Our Beginnings)

- 30 agents
- # of Calls/Day – No tracking
- Technology – PSTN, Mitel, PrairieFyre
- Business Lines – Patient billing, Provider Claims, and Referrals
- Contact Center Maturity Level 1

2006
Where We Are Today

- 1200+ Agents
- 10+ Million Calls Annually
- Technology – CIC PureConnect
- Business Lines
  - Patient Access
  - Clinical Nurse Advice, etc.
  - Patient Billing, Provider Claims and Referrals
- Contact Center Maturity Level 4
We Are Part of the Healing Process
Patient Experience - Before
Patient Experience - After
Scalable for 24/7 Response

Provide consistent, reliable, integrated patient support any time, any where

Self Service IVR and Online

Level I Support
• Contact center
• Non-medical
• Live chat

Level II Support
• MA/pharmacy tech

Level III Support
• RN

Level IV Support
• Physician

Drive patient to the right level of support with immediate access
Patient Experience
SWISS ARMY KNIFE

WHICH TOOL DO YOU WANT TO USE AND WHEN?

ALL-IN-ONE ◇ CLOUD OR PREM ◇ STANDARDS BASED ◇ PBX REPLACEMENT ◇ MULTI-CHANNEL ◇ OUTBOUND ◇ WFM ◇ SELF SERVICE ◇ ANALYTICS
SIMPLIFY WITH ALL IN ONE, BUT NOT ALL AT ONCE
REMOTE CONTROL

Minimize equipment required on premises
Leave hassle of telco lines and equipment to service provider
Easily handle remote sites and remote agents
LOCAL CONTROL

Keep voice traffic on your network
Store recordings locally
Keep taking calls even if the WAN becomes unavailable
WHERE WE ARE GOING
SNEAK PEAK
NEW WEB INTERFACES

Fully Blended Desktop
Modern Interface
Supervisor Views
Embedded Analytics
NEW ANALYTICS TOOLS

Analytics Dashboards
Data Access Layers & APIs
IMPROVED SELF-SERVICE

VISUAL IVR
OMNICHANNEL ROUTING
VOICE BIOMETRICS
DIGITAL & OMNI-CHANNEL

DIGITAL ORCHESTRATION
FACEBOOK MESSENGER CHATBOT
NATIVE WEbrtc
SOCIAL MEDIA HANDLING
JOURNEY MANAGEMENT
AND MORE!

DATA EXTRACTION TOOLSET
MORE APIS
POST-CALL ANALYTICS
WEB BASED SURVEYS

READY
INTERACTION CONNECT
BASIC OUTBOUND SCRIPTING
IN
ADDITIONAL REAL-TIME QUEUE
VIEWS
DATA EXTRACTOR
VOICEMAIL SUPPORT FOR CIC4SF
WEBRTC FOR CIC4SF

IN PROGRESS
INTERACTION CONNECT
SCREEN RECORDING
OPTIMIZER ALERTS
REAL-TIME DASHBOARDS
GAAP INTEGRATION
GENESYS SMS BROKER INTEGRATION
WINDOWS 2016 SUPPORT

NEXT
INTERACTION CONNECT
CUSTOM BUTTONS
CLIENT TEMPLATES
ALERT MANAGEMENT
IVR REPORTING VISUALIZATIONS
IMPROVED DIGITAL ANALYTICS
(DATA COLLECTION) + DATA ACCESS
LAYER & APIS
NATIVE WEBRTC
SOCIAL MEDIA HANDLING
CONTACT RECORD & JOURNEY
TOUCHPOINT DESIGN
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CALL TO ACTION

LEARN MORE ABOUT THE ROADMAP: Contact your AE or CSM to schedule a meeting with one of our product managers here at CX.

LEARN MORE ABOUT CLOUD: Attend the PureConnect Cloud session on Wednesday at 1:30p

NETWORK: Interested in speaking with Sutter Health? Catch Alicia and Mark right after the session.

Check out the pavilion!