
SBAR – System Command Call Center Technology Needs

Date: 10/9/2020

Situation

The System Command Center opened in February 2020 in response to Respiratory Pandemic COVID-19. This response includes a call center that operates 24/7 to support leadership and clinical staff with urgent communication, facilitating cross-collaboration and enterprise-wide problem solving. The call center team was initially staffed with non-clinical team members but has grown to include RNs and LPNs. With these additions comes the need for additional technology assets – specifically, the purchase of 3 licenses of the advanced version of Microsoft 365. This purchase will successfully support the following:

- COVID-19 hotline response (616-391-5509)
- Communication management for COVID-19 inbox (covid19@spectrumhealth.org)
- Oversight of customer experience for project Go-Lives (launches of Voalte, TUG, and Workday - 01/2021).
- Management of In Basket COVID-19 My Chart Message Review (verification of COVID testing orders through EPIC)

Background

Historically, the System Command Center has been equipped with the resources required for an efficient response to emergent needs across the health system. Respiratory Pandemic COVID-19 required a dedicated call center team for ongoing communications between staff and leadership, and some call center team members still need the advanced version of Microsoft 365. To date, these members have been using the web-based version of Outlook which has presented numerous inefficiencies and barriers to fluid outgoing communication.

Assessment

The purchase of 3 licenses will eliminate the following issues currently experienced by the call center team:

- Web version must be opened in Google Chrome for optimum functionality though Internet Explorer is the preferred SH browser
- COVID inbox must be opened in a separate tab in order to be viewed, creating inefficiency in toggling back and forth between them
- Distribution lists must be created in the COVID inbox but aren't accessible in your personal inbox. No ability to copy, paste or transfer the lists over.
- No ability to print emails
- Navigating and displaying folder contents often causes the application to freeze, requiring a time-consuming restart
- Emails are filed together in a thread rather than as they're received, showing varying amounts of new messages requiring response
- When launching the COVID inbox, it's in the wrong time zone, requiring an extra step for correction

Recommendation

We recommend the purchase of the advanced version of Microsoft for the following call center team members:

- John Rogers (JOH65124)
- Sarah Bradley (SAR76272)
- Rebecca Youngs (rebecca.youngs)