

MEMORIAL HERMANN

Case Study



Business Problems

- Required a remote support solution that met HIPAA requirements for sessions over the Internet supporting their affiliated physician offices
- Needed intuitive solution that was not complex and did not require pre-installation at regional physician offices
- Required a solution to support physician application issues so that techs did not have to go on-site

Scope

- 23 support agent servicing 4,100 affiliated physicians at multiple hospitals, clinics, and treatment centers

Results

- Improved physician customer satisfaction scores four consecutive years with Bomgar
- Received highest IT customer satisfaction scores company-wide for the physician support line by leveraging Bomgar
- Resolved 50% of remote-office physician support calls on the first call with Bomgar

Because their primary use of Bomgar is to support physician office practices, David Youngflesh, support center manager, says they view every remote session as a "save the day" story.

"With Bomgar, we've seen an overall increase in our affiliated physicians' satisfaction. We can handle their requests, quickly and in their opinions easily," Youngflesh says. "They can get back to what matters most – helping their patients."

Customer Profile

Located in Houston, Memorial Hermann is the largest not-for-profit healthcare system in the Southeast. Memorial Hermann Healthcare System is dedicated to improving quality and patient safety as recognized with the National Quality Forum award in 2009. With Memorial Hermann support center's 23 agents, they continue the quality approach by providing the first line of support for 4,100 affiliated physicians at numerous locations.

New Project: Launch HIPAA Requirement Ready Support Line for 4,100 Physicians

Based on ongoing feedback from the growing physician network and the need for a support center that meets HIPAA requirements, Memorial Hermann charged a multidisciplinary team with developing a secure, HIPAA-ready and network-compatible physician support line. During their requirements mapping phase, the taskforce determined that in order to launch the support line they would need a solution that could connect securely to offsite and off-network physicians and their offices.

Why Bomgar

After evaluating several remote support solutions, Memorial Hermann's physician support taskforce selected Bomgar because it was the only solution to meet their criteria. Bomgar aids the support team with HIPAA compliance requirements because it leaves no footprint on the remote system and in Memorial Hermann's implementation requires the end-user to initiate and control the remote support session. In addition, management required the solution that was on the Memorial Hermann network and under their control.

Dedicated Staffing and Remote Support Equals Physician Satisfaction

Memorial Hermann launched the physician support line without adding staff because of Bomgar's intuitive, simple and collaborative functionality. Bomgar's remote support technology enabled the organization to allocate staffing resources specifically to the physician support line from within the existing Memorial Hermann support center. Because the support center doesn't have to dispatch technicians, physicians get their technical support incidents handled quickly.

Making Support Easier for Other Teams

While Bomgar was primarily purchased to aid the physician support team in supporting offsite physicians and their staffs, it has moved beyond the service desk to the imaging support group, the desktop support team, the enterprise physician initiatives team, and an on-site support team at the healthcare system's largest hospital. These support teams use Bomgar to support users on and off the network.

The Results Have Been Amazing

Since implementing Bomgar to launch the Memorial Hermann physician support line, customer satisfaction scores for physicians improved four years consecutively. The physician support line also received the highest satisfaction scores for all IT services with the help of Bomgar.