

SUCCESS STORY

# Streamlined contacts, process transparency and HIPAA compliance— at half the cost

*Senior Care of Colorado*  
A medical group practice of 

**Facility:**  
IPC/Senior Care of Colorado

**Location:** Colorado

**Number of providers:** 50

**Number of facilities:** 106

“*Our practice is running more smoothly now because of PerfectServe.*”

Shelly Thomas  
Director of operations

## Practice

IPC/Senior Care of Colorado is a hospitalist practice specializing in geriatric patients. Around 50 practitioners care for patients in more than 100 facilities, which include primary care clinics, hospitals and medical centers, skilled nursing facilities, long-term care facilities, independent living residences and short-term rehab centers.

## Prior to PerfectServe

Clinicians visited each client facility according to a preset schedule. Whenever a patient needed additional attention, personnel at the facilities would call in the patient’s situation to a triage center staffed by seven LPNs. The triage nurse would either respond to the issue herself or, when warranted, contact a clinician and relay the information, whereupon either the nurse or the clinician would call back the facility and relay directives for treatment.

## The issues

Contact between triage nurses, clinicians and client facilities was time-consuming and complex, often taking an hour or more to complete the cycle. When a practitioner called the facility back, he or she might not connect with the original caller, who would continue to wait for a callback.

Also, relaying the information through a third party increased the potential for miscommunication.

Protected health information (PHI) was not always locked down.

*“Honestly, this was the easiest implementation I’ve been through.”*

Shelly Thomas  
Director of operations

## The PerfectServe solution

Staff in all the client locations are able to contact practitioners directly, reducing both cycle times and miscommunication. They are able to call a single number and be assured that they will reach the right practitioner.

Each clinician decides how to accept his or her own contacts.

Emergency calls go through the triage station so that they can be addressed immediately.

## Transition

A task force of six clinicians was established to work out a set of usage recommendations that would be given to the rest of the staff when the PerfectServe platform was implemented practice-wide, so there were no surprises.

The PerfectServe implementation specialist spent time on-site, working out a call flowchart, which accommodated the unique IPC/Senior Care of Colorado workflow.

Staff immediately experienced a major improvement in call cycle times. Also, call hand-offs have been virtually eliminated.

In addition, PerfectServe has proven to be extremely affordable in comparison to the amount that was being paid to the answering service provider.

## The result

**Cost savings:** PerfectServe’s fee for 24-hour coverage is about half what was being charged by an answering service for after-hours call support.

**Streamlined care:** Call cycles are now completed in a few minutes, far less time than before PerfectServe.

**Process transparency:** Contact reports are provided weekly or monthly by PerfectServe. Calls are logged by day/time, origin, recipient and duration. This way, process improvement opportunities can be highlighted and solutions can be implemented.

**HIPAA compliance:** Since PerfectServe consolidates all ePHI to be transmitted to clinicians on a single platform that accommodates all of the

contact modes typically in use, risk-management policies can be effectively implemented. PerfectServe automatically documents every communications transaction and includes the analytics necessary to help monitor the entire clinical communication process, making risk monitoring quite simple.