Telehealth Efficiency Template

Findings & Future Deliverables

Budget forecasts
Budget tracking
Capital planning
Improvement funding

Recruitment
Hiring & training
Quality assurance
Professional
development
Resource management
Workforce forecasting
Workforce scheduling
Schedule adherence
Employee motivation
Team building

© Currie 20

Customer contact
Work processes
Administrative processes
Policies and procedures
Escalation & help desk
Business knowledge

Business direction
Competitive assessment
Performance standards
Goal setting
Improvement initiative
Business planning
Technology planning

Business processes
Technology improvements
Change management
Transition planning

Strategic Planning

Budget & Finance

People Management

Business Processes & Products

Technology & Support Systems

Performance Measurement **Special Projects**

Technology infrastructure Switch & CTI applications Web & email applications Support tools Reporting tools Workforce management Facilities

Prosci. 2004

Call centre measures
Data analysis
Real-time data
Charts
Trend analysis
Benchmarking

Sustainability Determinants

Key Findings

- Governance & Business Vision
- Information Technology & HR Services
- Caller Trending & Change Management
- Marketing & Branding

Forward Thinking

Future Deliverables

- Establish IT Business Partnerships
- Determine Caller/Client Outcomes
- Become an Employer Of Choice
- Contribute to Health Care Systems Planning