



GENESYS CLOUD FOR LARGE PROVINCIAL HEALTH AUTHORITY - CANADA

This is a success story of a Provincial Health Authority whose health care workers are serving patients on a platform that allows Clinicians, Nurses, and Specialists to connect with callers quickly. Several departments within the Provincial Health Authority use Genesys Cloud as their contact centre platform to receive and make calls, including other call type functions such as transferring, consulting, and conferencing. The following is one specific department's story.

PROVINCIAL HEALTH AUTHORITY – ADDICTION AND MENTAL HEALTH LINE

Addiction and Mental Health (AMH) encompasses a large need in the population. AMH is one of 120 programs in the province. AMH offers a point of contact for adults seeking support with mental health and/or addiction concerns and crises. AMH helps various partnerships, communities, clients, and families navigate the systems of support available. AMH comprises Mental Health Therapists, Registered Nurses/Registered Psychiatric Nurses, Addiction Counsellors, Social Workers, Pharmacists and Peer and Family Peer workers.

CHALLENGE

AMH was previously on a legacy platform where all the desk phones were tied to a single hunt group and no menu options were available to the caller. When a call came into AMH all the phones would ring causing disturbances in the department and contributing to high stress levels. Agents had no ability to lower the volume in the room, fair call distribution did not exist, nor did any contact centre metrics. This made Supervisors' jobs more challenging in understanding how staff were performing, coaching, and ensuring quality. Reporting was also manual, limited, and inconsistent. In addition to operational challenges, the legacy platform was unstable and frequent outages were experienced.

These challenges were the impetus for moving to a new system. It was critically important that the solution be easy for clinical staff and always available, as their service is 24 hours a day and 7 days a week.

RESULTS

Tykans deployed Genesys Cloud for AMH with success. Managers now gained the following benefits:

- Access to reliable and timely data
- Visibility into system health that drives decisions
- More efficient staffing and services

While the staff count has tripled in size, the team has successfully managed the volumes and complexity of the calls (call volume averages 8,000 per month). The introduction of the caller intent function has allowed the call centre to respond to urgent calls over information/referrals when call volumes are high. In addition, the added features of calling back or remaining on hold when all clinicians are busy have positively impacted both callers and clinicians. The ability to record calls has provided opportunities for quality assurance and improved care delivery.

"From the beginning stages of development to implementation, Tykans was there to provide all the possible solutions to make our contact centre a possibility and a success. Tykans team brought a wealth of knowledge and experience. They understood our vision and goals and created a call centre platform that meets the needs of operations and more importantly, our clients. Tykans team provided education and support to our clinical staff, and it was a great transition. Tykans was always accessible to address any concerns or questions." Manager AMH – Provincial Health Authority.

Another advantage realized was how easy it was for the department to accommodate renovation work in their contact centre spaces. Staff could simply sit at a different computer workstation, plug in their headset, and start their shift.

During the early phase of COVID-19 the manager specifically commented that he was thankful he had the flexibility with the Genesys Cloud platform to allow staff to work from other sites to accommodate social distancing while working as a team to respond to the needs in a timely manner.