

**Montefiore Medical Center Call Center
Success Story**

Overview:

Stuart Levine & Associates has helped healthcare clients define Patient Engagement strategies that begin with professionalizing the front end of the care experience. We developed the strategic plan for the implementation and consolidation of 32 call centers into one location that provides a common platform and performance across all primary and specialty care practices.

Our firm took a non-functioning contact center in an environment where patients and providers could not get through and transformed it into a fully functioning, high performing entity within the health system. Calls rose from 800,000 to 2.3MM per year resulting in increased quality of care, decreased cost of care and improved population health. The value brought to the health system is increased access for the community, accountability for performance and a level of economic efficiency that positions the institution to deliver better outcomes.

We are focused on driving the right culture to lead change in the healthcare industry bringing together clinical and administrative components to increase organizational leadership capacity to assure long term sustainability and better patient outcomes.

Creation of new Vision, Mission, Value Proposition:

Vision

To become a premier contact center whose innovative services are vital to transforming the health of the communities we serve.

Mission

To provide a superior experience by helping each customer to efficiently and effectively access navigate the healthcare enterprise

Value Proposition

The Contact Center provides healthcare access and navigational services for our community through a team that treats people with personalized attention and respect.

Deliverables/Results Achieved:

Strategic Value Creation and Communication to Senior Leadership

- Internal and External Environmental Assessments
- Analysis of Strengths, Opportunities and ROI
- Strategic Vision, Mission, Core Values, Value Proposition and Key Strategic Drivers

Program Management across Integrated Delivery Systems

- Facilitate the building of the strategies and initiatives required to achieve the vision
- Organization Design, Integration and Collaboration Models
- Strategic Communication and Change Management Models
- Efficiencies through quality, standardization, use of technologies and accountability models

Sustainability and Knowledge Transfer

- Audit progress and performance against new construct to ensure adherence and sustainability
- Work with leadership and delivery teams to increase their capacity to deliver results
- Facilitate strategic prioritization of institutional assets