

Case Study | **After-Hours Help Desk Solution**

Overview

Since 1992, HealthCare Partners has been committed to developing innovative models of healthcare delivery that improve their patients' quality of life while containing healthcare costs.

Their strength is in their steadfast commitment to their guiding principle of coordinated care. Their physicians strive daily to bring the benefits of coordinated care to more than 600,000 managed care patients in California, who represent the diversity of cultures, socioeconomic groups, ages, and health statuses in the communities we serve.

In November 2012, HealthCare Partners merged with DaVita, a leading provider of kidney care in the United States, and now operates as a subsidiary of DaVita HealthCare PartnersSM.



HealthCare Partners California & Nevada

Challenges

Cost effective after-hours help desk services.

HealthCare Partners Medical Group delivers high-quality medical care through two delivery models: a staff model, through which it employs primary care physicians and specialists, and an independent physician association (IPA) model, through which it contracts with independent primary care physicians and specialists.

Rated as one of the best in California, the medical group is composed of more than 65 medical offices and employs more than 600 primary care and specialty physicians.

HealthCare Partners (HCP) manages the administrative systems of its staff model and provides a full range of central support services to its IPA network, including help desk services.

Like many organizations, HCP has a fully staffed help desk during normal business hours, but supporting the needs of its many medical sites and remote users during the nights, weekends, and holidays was a challenge from both cost and staffing perspectives.

Our Solution

In 2012, HCP engaged Calance to provide an after-hours help desk solution. The engagement sought to meet HCP's budgeting goals and maintain HCP's strong business values of collaboration and accountability.

With our help desk specialists available round-the-clock year-round, Calance was the perfect reliable business partner for HCP. The Calance solution was just what HCP needed to augment its help desk services.

Up to this date, Calance continues to support HCP's help desk services, ensuring timely responses and effective solutions for every HCP need, after-hours, during weekends, holidays, and any other peak times, as needed and requested by HCP. Calance help desk simply operates as an extension of HCP's team.

Moreover, Calance provides periodic comprehensive service level reports to track and measure Calance's services, and help HCP pro-actively address any arising issues by highlighting emerging trends in our reports.

Results

Through their partnership with Calance, HCP achieved annual staff expenditure savings of around \$300K while depending on a reliable after-hours coverage and having the flexibility of back-up coverage during normal business hours.

Calance was able to greatly improve HCP's help desk services for both their directly employed primary care physicians and specialists, and their independent physician associations (IPAs), all with enormous savings.

About Calance

Calance is an IT Services firm, providing Application Development & Support, IT Infrastructure Managed Services, pre-defined/pre-built Solutions, and IT Staffing. Operating in the United States and India, we help our clients bring their ideas and strategies to life through talent, technology and tenacity. For more information, please contact us at www.calanceus.com.

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