

Cascade Valley Hospital & Clinics Case Study

Background:

For over ninety years, the Cascade Valley Hospital (Formerly North Snohomish County Health System) has been providing health care services for the communities in northern Snohomish County, Washington. Their team of primary care physicians, specialists, and allied providers is dedicated to bringing the community excellent, friendly health care close to home.

Providing excellence to the community requires having state-of-the-art systems for their IT as well as their medical equipment. Issues involving network and hardware breakdowns must be resolved quickly to ensure the best in patient care and employee productivity.

Situation:

The hospital's IT Department is responsible for managing all of the computer and peripheral systems for the main hospital and clinics. As systems needed repair, paper work orders were sent to the IT department for processing. These work orders would be manually organized and distributed for processing. The process was labor intensive and limiting to the IT department, who had to manage each task by hand.

Strategy:

A system was needed to organize, track and manage the trouble tickets for the IT department so that tickets could be quickly and properly routed for processing. The Cascade Valley Hospital & Clinics selected the Novo Help Desk Software as their issue management solution. With the new ticket tracking system, issues are now called in or emailed to the IT department where a ticket is logged into the system. Once entered in, the issue is "in the system" where it is routed, tracked along the way to resolution. Issues are now organized in a central location where they can be managed at a glance.

Results:

The Cascade Valley Hospital is having great results with the Novo Help Desk System. Now when a ticket comes in it is immediately routed to the proper IT individual for processing, saving time and reducing the backlog. Cascade Valley Hospital & Clinic feels that "the software has been a great tool for the IT department – problems are resolved more quickly and down time has been reduced". Also, problems are now reliably tracked for management administration and reporting.

One of the beauties of the Novo Help Desk system is its flexibility. At the present time tickets are entered into the system by the IT department, but future plans include launching the system department wide, where each department can enter its own tickets. Flexible settings will allow for an easy transition to department self help administration