SUMMARY

• LOCATION
  Akron, Ohio, USA

• FACILITY SCOPE
  Call center with 150+ workstations

• OBJECTIVES
  Summa Health System wanted its call center to allow employees to focus on their phone conversations, while also protecting the private health information of the callers themselves.

• BIAMP SOLUTION
  QtPro Sound Masking System

• OUTCOME
  Thanks to the implementation of the QtPro system, Summa Health System was able to realize their goal of creating a workspace that enabled greater security and lessened distractions for its workers.

• EQUIPMENT
  • Qt 600
  • Qt Emitters

One of the largest integrated healthcare delivery systems in the state of Ohio, Summa Health System was formed in 1989 with the merger of Akron City and St. Thomas Hospitals, and now encompasses a network of hospitals and other health centers.

The campus of Summa Akron City Hospital also includes a call center that receives incoming customer service calls for all providers in the system. The call center’s operations are split into two main functional groups: one that handles incoming calls for appointment scheduling and connecting patients with doctors, and a group of nurses that takes patient calls, evaluates their health needs, and enacts appropriate action. The physical space includes an open area of about 150 workstations for workers in both groups, separated by a hallway, surrounded by a ring of 25 private offices for other hospital administration staff.

Bill Maikranz, the System Director of Telecommunications and Call Centers, manages or supports the call center and its 100+ employees. Many employees informed him that noise distractions from phone conversations were distracting them while on their own calls. Additionally, the on-call nurses mentioned that being able to overhear these patient calls constituted a potential violation of patient privacy.
CONCLUSION

Thanks to QtPro, Summa Health was able to facilitate greater speech privacy with their customer service calls, helping ensure phone conversations remain confidential. The sound masking also ensures that conversations are less distracting to fellow co-workers, allowing them to focus on delivering excellent patient care and customer service. Staff was notified beforehand that the system was being implemented and many noted how pleased they were with the results. Due to the success of the call center implementation, Summa Health is considering adding sound masking to other parts of the hospital, including nursing stations and patient rooms.

ABOUT BIAMP

Biamp is a leading provider of innovative, networked media systems that power the world’s most sophisticated audiovisual installations.

Recognized worldwide for delivering high-quality products and backing each one with a commitment to exceptional customer service, Biamp’s mission is connecting people through extraordinary audiovisual experiences.

Founded in 1976, Biamp is headquartered in Beaverton, Oregon, with offices and manufacturing facilities located around the world.

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