

The Case of Carolinas Healthcare System

The Challenge: Earning a “First of Kind” Certification

Carolinas HealthCare System, the largest healthcare system in the Carolinas, wanted to become the first healthcare organization to reach CORE 2000™ Certification. This goal started with a basic principal - *to create a climate of excellence, service, cooperation, and understanding*. Carolinas HealthCare System recognized that to meet or exceed their goal of providing the highest quality patient care, they needed to ensure their Information Services Support Center was providing the excellent service to their fellow employees and medical staff who could in turn provide outstanding patient care.

The Solution: Identifying the Gaps Through Assessment

Carolinas HealthCare System partnered with Apollo to conduct a standard HealthCheck™ on their Information Services Support Center. The intent of the HealthCheck™ assessment was to identify gaps between their current state and the requirements necessary to achieve the certification including:

- Operating Level Agreement
- Root Cause Analysis
- Shift Change Process

We applied our exclusive Six Key Elements Methodology - *1) structure and strategy, 2) service management processes, 3) governance and security, 4) technology tool set, 5) sourcing and education, 6) performance and reporting* - to accurately assess, design, and implement the best practices necessary to fine-tune their support environment. With the assessment complete, the Carolinas HealthCare System was ready to begin their quest for certification.

The Result: Passing a Challenging Audit Process

With the crucial help of the pre-certification evaluation which allowed the organization to be fully prepared for the official audit, the Carolinas HealthCare System proudly earned CORE 2000™ Certification.

What does this achievement mean to them? It demonstrates that the Support Center has the ability to:

- Accept a larger customer base, contact volume, scope of services, and workload
- Maintain or improve on commitments to the business
- Reduce, eliminate, and deflect contact volume by integrating best practices into tools and processes
- Capture support savings that can be returned to the bottom line of the business
- Continually create and implement streamline best practice processes

How to Become the First Healthcare Organization to Earn CORE 2000™ Certification?

Find the right partner to thoroughly review your current process to ensure a successful certification audit.