

FACULTY PRACTICE GROUP – Ambulatory Operations

STANDARDS AND GUIDELINES

UCLA Health System

SECTION: Front Office Operations

REFERENCE #:

SUBJECT: Guidelines for Telephone Monitoring and Management

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APPROVALS FPG: CAO-SC: APCA: N/A EAC: N/A

EFFECTIVE: 10/2008

PURPOSE:

To provide access, quality service and ensure patient satisfaction, this guideline is intended to provide direction to staff on service expectations when managing telephone activity (clinic and business operations).

GUIDELINE:

All service areas with Automated Call Distribution systems (ACD) will strive to meet FPG goals in regard to a) call answering times no more than 2 minutes to get to a human voice and b) a Call abandonment rate of no more than 8%.

DEFINITIONS:

Service Level Objective – the number of seconds the phone system is set for calls to be answered by an individual. If a phone tree is being utilized, the Service Level Objective is calculated from the point the call is received by the phone tree to the time the caller is speaking with an individual.

Abandoned Calls – those calls that are terminated by the caller prior to being answered by an individual.

Abandonment Rate – Number of calls abandoned divided by total of all calls received.

PROCEDURE:

A. Service Level Objective –

- ACD reports will be generated and reviewed on a regular basis to monitor the Service Level Objective. The FPG Board will receive trended quarterly performance reports. It is recommended that clinic management monitor trends on an hourly and business day basis to match staff resources with call volumes.
- Quality Assurance will be provided through Mystery Caller surveys. Feedback from the survey will be provided to FPG Administration and Clinic Management.
- FPG Administration will work with practices that are below the service level targets to identify problems and improve performance.

B. Call Abandonment Rate (CAR) – although abandoned calls are dependent on caller behaviors, the FPG clinics and service areas will strive to meet a goal of not more than 8%.

- ACD will be generated and reviewed on a regular basis to monitor the CAR. The FPG Board will receive trended quarterly performance reports. It is recommended that clinic

management monitor the CAR on each business day basis to match staff resources with call volumes.

- The abandon rates will be reported to FPG administration on a monthly basis and will be tracked through the Ambulatory Scorecard for the outpatient practices.
- FPG Administration will offer call overflow solution and will work with those areas that are not meeting the goal of 8%.

REVISION HISTORY

Effective Date:

Review Date:

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