

## CASE STUDY

# Better User Satisfaction, Valuable Focus and Confidence Restored with Knowledgeable IT Service Desk

*IT team at Mary Rutan gains focus for projects, work life balance and EHR optimization for process improvement.*

## MARY RUTAN HEALTH

**Mary Rutan Health** is a not-for-profit healthcare organization providing comprehensive and integrated inpatient, outpatient and community services to a five-county region in rural Ohio.

Mary Rutan Health and CereCore began working together to improve EHR system configuration and workflows for acute and ambulatory care. After several successful MEDITECH-related projects, the organizations launched a service desk initiative with goals to improve service quality and allow the IT team at Mary Rutan Health to focus more on strategic projects.

The services integration with Freshworks and the successful go-live of Mary Rutan Health as the first IT help desk services and FreshService implementation of its kind for both organizations.

“It's really great having a partner who understands our business, understands our EMR, and has probably done more than any other company that we work with to help with work life balance for our hospital IT staff.”

**Drew Houchin** | IT Operations Manager, *Mary Rutan Health*

“One of the most exciting things that came with CereCore is actually having a help desk service that is familiar with MEDITECH. Their knowledge has been tremendous. We have better user satisfaction, and it's just been great for my team. They have taken on some things that actually I never thought a help desk would be able to do. That has really allowed us to focus on projects and other things. We have complete confidence in our help desk to be able to serve our customers.

**Barb Bowers**  
Applications Manager |  
*Mary Rutan Health*

## HOW WE HELPED

- » Implemented Freshservice, an ITSM tool, along with our level 1 help desk and patient portal support, provides a cost-effective and streamlined way to track tickets and manage support. Freshservice gives visibility into trends for proactive actions that can improve operations.
- » Assisted with MEDITECH projects, providing expertise and resources needed to assess and optimize their EHR.
- » Improved efficiency of provider provisioning support and “shifted left” roughly 5% of overall call volume from the Mary Rutan application team to the CereCore Service Desk. CereCore proactively analyzed call metrics for operational improvements and this finding led to added capacity for Mary Rutan resources.

*Mary Rutan Health immediately achieved service levels of..*

**65% first call resolution (FCR), 30 second average speed to answer,** and advanced data analytics upon implementing CereCore IT help desk and patient portal support services and Freshservice, an integrated IT service management (ITSM) tool.

## CHALLENGE

Mary Rutan Health felt they were not getting the expected value from their IT support partner, and they wanted to help their IT team focus on strategic work. Dissatisfied with their previous help desk vendor because they logged incidents but didn't provide first call resolution, they were looking for a managed IT services partner that offered higher quality help desk services and an IT service management (ITSM) tool. Later, they needed help optimizing registration and revenue cycle processes within their EHR.

## RESULTS

Outsourcing level 1 support was successful and smooth from the onboarding process to the installation of the ITSM platform Freshservice, and service desk go-live.

“The CereCore team has helped us optimize our registration and revenue cycle processes. The team is proactive and looking for ways to optimize our processes as opposed to just waiting for calls.

**Robert Reynolds** | IT Director, *Mary Rutan Health*



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