

Drive improvements in quality and consistency

Hospitals can dramatically improve their quality metrics and service delivery using the Screen Recording functionality within Vyne Medical's Quality Assurance platform. The application gives managers the ability to sync video of employee on-screen activity to audio of their phone and in-person encounters. With screen recording, hospitals can:

- Capture screen activity from single or multiple monitors
- Configure duration of screen recordings captured before and after a voice recording
- View agent screens in real time for immediate performance feedback
- Play back video of agent screen with accompanying audio recordings
- Sync, index and store video and audio recordings
- Help ensure data security and process improvement

Sync voice and screen activity

Any time a hospital records audio of staff encounters, Screen Recording adds the ability to integrate video of employee on-screen activity to recorded phone and in-person encounters. Voice and screen recordings are synced, stored on the Trace server and are available for playback within the Quality Assurance application. This robust program allows managers to recreate entire events, yielding valuable data to measure productivity, quality and other key objectives. Recordings can also be indexed to the patient account and centrally stored for enterprise-wide access.

Typical scenarios for Screen Recording include:

- Quality review and process oversight
- Training and performance improvement
- Real-time remote viewing of agent screens
- Work-from-home oversight
- New technology implementations

Record multiple monitors

Screen Recording captures connected monitors at one frame per second. The resulting 720p video streams can be replayed and synced to recorded audio from Trace and other supported third-party systems. Recording multiple monitors helps hospitals ensure that employees efficiently navigate between screens and applications while accurately inputting data into required fields.

Improve quality objectives

Convenient scorecards within the QA program are used to track and trend quality scores by team, agent and other custom criteria. Supervisors can search audio encounters by keywords and use Screen Recording to review team member navigation throughout the course of a phone or face-to-face interaction.

"Screen recording has helped us not only enhance our quality program, but also expand the feedback we're able to provide our new hires in their 90-day onboarding period."

Rebecca Ashe, Moffitt Cancer Center

For more information, contact a Vyne Medical sales representative today.

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trace
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