

Telephone triage solution at Peña Verde

The Background

In 2014 Peña Verde S.A.B, one of the largest Mexican insurance and reinsurance groups trading on the Mexican Stock Exchange, with annual revenues of more than \$5300 million pesos, decided to invest in cost reduction solutions due to rising service's costs from its insured population.

Previous investment had led to the creation of Centro de Contacto De Servicios De Salud (CCSS), a health call center service that offers clinical assessment, health advice and information (via medical phone guidance) to more than 50,000 users.

The purpose behind the call centre is to direct users to the most appropriate level of care in order to increase efficiency and reduce costs of healthcare for both users and providers.

Capita Healthcare Decisions (CHD) has worked with CCSS Peña Verde (CCSS) to enable them to be a provider of telephone triage to their clients and patients.

CCSS have implemented Capita technology after a successful 12 month pilot programme. CHD's Patient Relationship Management solution (Salus™), Decision Management Software (DMS), and clinical protocols (TeleGuides™) are being used by CCSS for at least the next 3 years.



The Technology

CHD has delivered a health call centre solution to CCSS, including Patient Relationship Management and Clinical Decision Support.

Built in Microsoft Dynamics CRM, Patient Relationship Management System Salus™ is a set of customised solutions that enables a single view of patient call encounters, patient data and data from multiple external sources.

This enables CCSS clinicians, administrators and care professionals to work as a single team to deliver individually tailored patient care and an excellent service.

As part of the call centre solution, CHD's TeleGuides™ clinical protocols (algorithms) allow CCSS doctors to safely and accurately assess patients' symptoms and determine the next appropriate course of action for that patient.

The 3 year agreement follows a successful pilot scheme which included a statistical study of the dispositions reached by the clinical algorithms in TeleGuides™.



Customer

Peña Verde

Website

www.ccss.com.mx

Customer Profile

Peña Verde S.A.B, one of the largest Mexican insurance and reinsurance groups trading on the Mexican Stock Exchange, with annual revenues of more than \$5300 million pesos.

The Solution

CHD and Peña Verde have delivered a health call centre solution to CCSS, including Patient Relationship Management and Clinical Decision Support.

Delivery Partner

CCSS

The Benefits

- CCSS's clients benefit from increased productivity and efficiency using Capita technology and customised clinical protocols
- Users of the service receive fast, consistent and safe health advice directing them to the appropriate next level of care
- The solution enables CCSS to provide its clients with effective tools to improve their patients' satisfaction
- CCSS's service will now enable them to offer health services in the most cost efficient manner

The Study

During the 6 month pilot CCSS and the National Pediatrics Institute (INP) conducted a statistical study of hypothesis testing concerning the dispositions reached by Capita's clinical algorithms in TeleGuides™ against conclusions reached via an in person Pediatrician assessment. This was to verify the dispositions reached by the clinical content that is to be used in the solution provided to both CCSS and their clients and patients.

CCSS used its years of research and expertise to adapt the 200 symptoms-related algorithms provided through CHD's TeleGuides™ and delivered through Salus™ to Mexican Clinical standards.

During this process CHD worked closely with CCSS in order to ensure that health issues specific to Mexico are catered for.

Additionally CHD has trained CCSS staff to enable them to adapt their clinical algorithms as required over the coming years, so new guidelines can be adhered to easily.

The Outcomes

Over 1000 completed calls were used in the study. The conclusions were that the teletriage TeleGuides™ dispositions reached were matched with an 'in person' Pediatrician assessment disposition in 98% of cases. In the remaining 2% of cases there was a significant difference in the algorithm result; however the CCSS physicians identified and modified the final recommendation based on their wide medical experience reducing the non-matching final results.

This proves the safety of working with teletriage algorithms and certified doctors simultaneously.

Following this work CCSS can offer the most robust algorithm based telephone triage and medical orientation in Mexico.

CCSS delivers its services through a professional team of certified doctors who follow the algorithms to achieve the effective assessment and referencing of patients to the appropriate care level and institution, and who are also prepared to identify unusual symptoms and react accordingly.

About Capita Healthcare Decisions (formerly Clinical Solutions)

We transform healthcare decision making. Our solutions support healthcare providers to make better decisions about their patients, and empower individuals to make better decisions about their own health and wellbeing.

Over the past 17 years, our decision support software applications have been used by some of the world's leading healthcare providers and insurers to power 100m patient transactions.

Capita Healthcare Decisions brings together clinical expertise and Silicon Valley innovation to power decision support which delivers more for less and is underpinned by three principles: safe, connected, useful. For more information go to www.capitahealthcaredecisions.com

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