

Check these 5 boxes for an easy-to-work-with healthcare partner

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easy
to work
with.

A closer look at
how the right CX
collaboration
pays dividends

ttec®

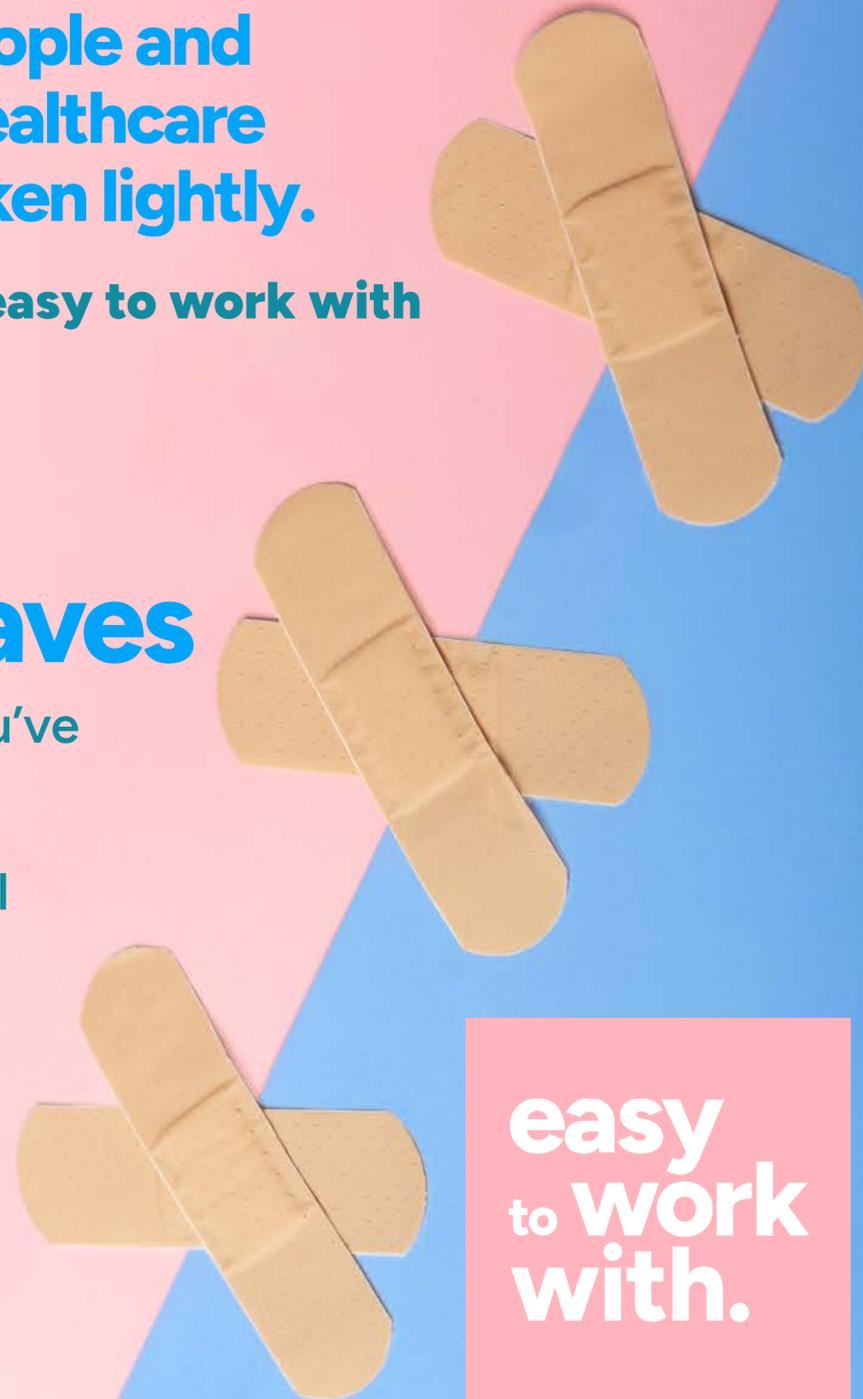
Seeking out a partner

to augment people and processes in healthcare is not a task taken lightly.

Finding one who is **easy to work with** shouldn't be hard.

Here are 5 must-haves

to look for when you've found a CX partner and want assurance the engagement will be headache-free.



1. Speed to proficiency

Can your partner ramp up fast?
And flex up/down as demand changes?



An easy-to-work-with partner has a proven track record recruiting, onboarding, and training to get new hires hitting performance KPIs fast. Time-consuming, instructor-led training is not the most effective methodology.

38% reduction in training time¹



¹ GE Healthcare case study

2. People-centric

Does your partner have a proven record of improved NPS/eNPS, associate engagement, and retention?



When processes and technology revolve around members and patients, you have **people-centered care** that's friction-free at every point in the healthcare journey. An easy-to-work-with partner sorts through the maze of a disjointed ecosystem to find **new ways to keep healthcare human**.

Being people-centric also means prioritizing the employee experience. Look for partners who invest in their contact center healthcare advocates through an enlightened curriculum, training, and tools — **including AI-enhanced solutions** — that simplify people's jobs and help them engage at a higher level to focus on member/patient needs.

21% increase in eNPS²



² Case study

3. One-stop expertise shop

Does your partner offer training and certification to the latest technology innovations, consulting expertise, and data analytics professionals?



Overseeing and governing a roster of suppliers is anything but simple. An easy-to-work-with partner has **everything you need centralized in one place**, including an engaged workforce leveraging the latest in AI technology to optimize performance and CX.

Find one with the ability to hire and create skilled talent through certification programs, AI-enhanced solutions, knowledge base experts, and data scientists who extract powerful insights from mountains of information. Guided by experts who are deeply immersed in the healthcare universe, the pathway to continuous improvement is clear. An easy-to-work-with partner navigates around the speedbumps and potholes. **Easy**.

97% decrease in wait time³



³ Case study

4. Test-&-learn philosophy

Will your partner collaborate and share risk/reward of pilot testing to discover new innovations to elevate the patient and member experience? 

An easy-to-work-with partner encourages **small-scale experiments** of emerging technology solutions so clients can gather real-world data before making broadscale decisions. Through pilot testing, a CX partner and its healthcare client can formulate hypotheses, identify challenges/opportunities, analyze data, and gain leadership support for evidence-based decisions. The approach fosters innovation while minimizing potential negative impact on the experience of members, patients, and healthcare advocates assisting them in the contact center.

What's easier than that?

40% OEP Conversion Rate⁴



⁴ 2024 Enrollment Season TTEC report

5. Flexible support models

Can your partner simply articulate all the ins and outs of its flexible support model — with transparency on pricing? 

Partners who are easy to work with should offer **expertise and experience** that allow you to focus on what's most important, caring for patients. Cost pressures mean discovering new ways to work and this strategy provides access to innovative efficiency plays and best practices — from both within and outside of the healthcare industry — that deliver economies of scale. Enabling a variety of support structures allows healthcare organizations to focus on core competencies while leveraging expertise for noncore functions. An easy-to-work with partner offers **plain-speak contracts and transparent pricing**.

15% OEP attrition reduction⁴



⁴ 2024 Enrollment Season TTEC report

TTEC's Healthcare Solutions Team is your trusted partner

Easy to collaborate with, always innovating. TTEC's patient and member journey consultants work with you to understand your unique culture, challenges, and opportunities. Leveraging insights, we'll define a desired state for CX and create a roadmap to optimize the experience.

Contact our Healthcare Solutions Team to learn how we can help you deliver exceptional CX.

Let's make it easy

¹ GE Healthcare case study

² Case study

³ Case study

⁴ 2024 Enrollment Season TTEC report | 2024 Enrollment Season TTEC report

Speed to proficiency ✓

People-centric ✓

One-stop expertise shop ✓

Test-and-learn philosophy ✓

Flexible support models ✓



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