



# Empowering IT Teams for Better Care

A Success Story on Overcoming IT Support & Efficiency Issues



## Client Overview

A long-term rehabilitation provider, founded in 2001, operates 12 health and rehabilitation centers in Virginia. The Director of IT for these communities has been guiding his team and troubleshooting all IT issues for the last nine years. The organizations mission is to provide peace of mind to those it cares for – patients, residents, families, and staff. The IT department furthers that mission by providing the technical support all caregivers need across the 12 centers.

## The Challenge

Almost four years ago, the communities implemented an electronic health record (EHR) system to keep up with ever-evolving health technology and remain compliant. However, with such a large implementation, the support calls started to increase in addition to typical call traffic. Being a small IT department of five people and rotating being on call night and weekends, the staff was quickly becoming burnt out. To find reprieve for his staff, the Director of IT thoroughly evaluated his two options – continuing in-house support or outsourcing part of the workload.

## The Solution

After investigating several companies, the Director of IT decided to partner with vcp, now DAS Health, for its Service Desk as a Service (SDaaS) solution. He was able to keep his existing staff while cutting costs. Because DAS Health is built for and understands the long-term care industry, it made them feel comfortable knowing DAS is familiar with programs such as PointClickCare, adding that the staff is well-trained, very knowledgeable, and courteous. **“We just didn’t hire a company to answer phone calls after hours and on the weekend. We actually have found a partner.”**

# The Results

After signing, the Director of IT received the 3-4 week onboarding timeline. Upon initial review, the IT staff thought it was too much; however, over time they saw it was beneficial in order to familiarize themselves with how support would work, and also give DAS Health time to train technicians and understand how they work. The Director of IT said it was a successful process, and they hit the ground running when it was completed.

An additional outcome of partnering with DAS Health was just that – the provider received a true partner. The IT team keeps DAS Health updated if there is planned downtime, system changes, a company-wide event they need coverage for, etc., and DAS Health is always prepared to seamlessly provide additional coverage. The Director of IT also has a bi-weekly call with his Technical Account Manager to touch base with call volume stats.

The biggest ongoing value received from DAS Health is providing support to staff and caregivers who increasingly rely on technology. **“When technology doesn’t work, it creates a barrier. DAS Health helps us leverage our ability to remove those barriers so they can provide care to our residents.”**

In the future, the Director of IT sees the organization continuing to add more technology, which lends itself to greater support needs, for which he envisions DAS Health as their partner.


## About DAS

At DAS Health, we provide business and technology solutions that address specific operational and clinical challenges to improve efficiency, increase your bottom line, and enhance the resident experience.

With over 20 years of experience in the Senior Care IT industry, DAS understands the unique challenges that organizations face, and we offer personalized support and guidance to help you achieve your goals. Our team of experts will work closely with you to develop a tailored solution that meets your specific needs and budget, ensuring seamless integration and optimal performance.

“They really are a ‘win-win.’ It provided caregivers a knowledgeable staff that was available 24/7 during those off hours we aren’t here, and was a very cost-effective avenue.”

WANT TO LEARN MORE?

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