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Major U.S. hospital chain uses voice analytics to uncover the reason for high nurse turnover at one of their hospitals during the global pandemic.

Situation

Covid-19 spread rapidly across the world, putting healthcare systems under immense pressure. While most of the hospitals in this system were able to cope sufficiently with increased workloads and demands, one particular hospital seemed to be struggling to keep their nursing staff. The hospital system could not pinpoint the cause and could not spend excessive time locating the problem due to the ongoing pandemic.

Having an extensive telephony network inside each hospital, they knew that many conversations were taking place between staff to rapidly accommodate the needs of rising patient numbers on the fly. All of these were normal pandemic operating procedures and what the staff were trained for. However, given the heightened nursing drop off, they needed a solution that could monitor all their internal conversations to help identify the problem quickly.

Use Case

- Analyze sentiment, emotion and keywords/phrases
- Automated alerts
- Rapidly deploy across all communications platforms
- Data-driven decisions using business intelligence dashboards
- Improved staff morale, experience and processes

Solution

Within one week of deploying CallCabinet's Standard Analytics across all the hospital footprints, the hospital system found the root cause of their problem. With all internal voice conversations securely recorded, stored and processed into the CallCabinet cloud, the institutions suddenly had real time insights into every conversation, visually displayed through intelligent dashboards.

The ability to analyze sentiment, emotion, keywords and phrases quickly revealed that certain senior doctors treated the nurses in harsh and unfair tones, adding unnecessary pressure to an already fragile environment. Using this data, the entire system took the necessary measures and resolved this misconduct almost immediately improving their nurse retention rates. Not only did these insights quickly address the initial requirement , but the ongoing use of the analytics solution continued to drive improved internal interaction across the entire hospital system.

Today, the hospitals utilize CallCabinet across all their institutional footprints to proactively monitor all internal conversations and have drastically improved staff morale and processes.

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27001
Information Security
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