



FF Thompson Hospital Long Distance Savings

Business Situation

Long distance costs were increasing and the organization was not leveraging their purchasing power to save on these expenses. Collect and third party call blocking on DID (Direct Inward Dialing) stations was not providing needed controls. Additionally, the use of three service providers did not allow the hospital to take advantage of Medical Imaging, Video Teleconferencing, and Internet Access technologies.

Action

An analysis of calling patterns and expenses was conducted. The results of the study lead to the development of an RFP, which was sent to service providers. Vendors were interviewed, proposals analyzed, and a recommendation was made to hospital management. HPA then coordinated implementation of the new provider to insure all requirements were met.

Results

The hospital now receives enhanced services, is controlling costs, and can make use of new communication technology options. As a direct result of this project Thompson Health will save \$45,000 over a three-year period.