

Trace Quality Assurance (TQA) provides a platform for hospitals to perform consistent, objective quality assurance of staff communication - creating predictable communication performance and improving patient experience.

TQA leverages the hospital's repository of phone calls and face-to-face recordings for reliable quality scoring.

Custom scorecards and powerful reporting tools give hospitals the ability to track and trend quality scores by team, agent and even question - quickly pinpointing problem areas and training needs.

TQA Features

- **Integration**
TQA seamlessly integrates with your hospital's existing recording systems.
- **Custom Score Cards and Reports**
Track and trend quality scores by team, agent or question.
- **Random Recording Selector**
Generate a list of randomly-selected recordings to eliminate reviewer bias in scoring.
- **Bookmarking**
Bookmark recordings and quickly return to a particular portion during playback.
- **Review with Agent**
Share recordings and reports for training and performance improvement.
- **Quality Service**
TQA is available as an in-house tool and/or a service provided by Vyne Medical™.

Why TQA?

- Enhance patient and physician satisfaction
- Improve compliance with hospital policy and procedures
- Improve upfront collections and financial performance
- Increase productivity
- Protect staff
- Reduce risk
- Automate reporting and tracking

trace TQA | Trace Quality Assurance™ Tell Us! | Logout Kim Flowers

Home Reports Scorecards

Home / Recordings / Review

Scorecard: **Preregistration Scorecard** (change)

Tracking #: **28470** Created By: **Jernigan, Matt** on **09-Sep-2013**. Duration: **1 min, 21 sec**

Score: **25**

Greeting

- Used approved greeting Yes No ★
- Voice "smiled" Met expectations ▼ ★
- Used proper hold procedures Yes No ★

Agent Feedback ★

Great work Kim!

Quality Assurance Scorecards

Scorecards can be customized by hospital or team to reflect each area's unique questions and scoring criteria.

- Unlimited number of scorecards
- Custom sections, questions and responses
- Custom weighting
- Comment fields

Quality Assurance Reports

Track and trend scores over time by team, agent or question.

- Trending reports by question to identify problem areas
- Roll-up reports by team and agent
- Individual scorecard reports for performance evaluation



"Since we record all of our communication to all of our customers, I can go back to any interaction to see what went well and what could have been done differently from a quality assurance and staff training perspective."

Tony Lovett
Patient Access Director
Cypress Fairbanks Medical Center