

## CUSTOMER TESTIMONIAL

# Provides Stability with Security at Banner Health



Charles Larsen, RN Senior Director of Transfer Services at Banner Health, details how LinkLive provides stability with security, and how the reporting helps them improve their process.



Learn more about Charles's experience with LinkLive

## Charles Larsen

RN Senior Director of Transfer Service at Banner Health

*"It's very reliable and we haven't had much experience with any downtime or dropped calls, which, of course, is one of the most important things to us. That's been a big win for us.."*

## How LinkLive Helped the Organization

Prior to our time with LinkLive, telephones and their reliability were a big deal. That was always something we were working on and dealing with. Now, it's nice to not have to think about it, because it's just reliable. It's there. It's chugging along. It does what it needs to and it's never an issue.

We get phone calls from physicians who have a patient in front of them who's having a stroke or a heart attack and it's vitally important that our communication methods are reliable. For all those reasons, LinkLive has been a great partner for us.

Also, we have phone call recordings that we review regularly and that is another one of the big wins that we've seen from it, the ease of pulling those phone call recordings. We regularly have to investigate patient transfers, why they went well or didn't go well—sometimes it's related to litigation—and it's always pretty quick to pull the recordings out. They're pretty well-categorized and itemized within the LinkLive system.

## ROI

We saw the benefits from the system almost immediately. We had a lot of challenges with our previous vendor and we had to go through a lot of steps to leave that vendor. It was almost immediate that, once LinkLive was implemented, it was a steady rock and it has continued that way since.

With this type of platform, it's not like you're going to see a number in your P&L that helps you see your ROI. However, overall, our program and our transfer center have developed immensely, and that's in no small measure due partly to LinkLive. There are a lot of nuances in the transfer of patients, and the idea of a solution being reliable, with the "easy" button, and quick, for the referring communities that need to send patients, is huge. LinkLive is a cog in that wheel.

We're reliable, we don't have our phones cutting out anymore, and we're able to run reports and make decisions on staff productivity based on it. Without a doubt, we've seen ROI, probably multiple-fold.