



REGISTER NOW

The Health IT Help Desk: Separating Problems from Projects to Improve

Webinar #091417-NE

DATE AND TIME

September 14, 2017

10:00 - 11:30 a.m. CT

OVERVIEW

A lot can happen in a typical day in IT when you're staffing the Help Desk. But is it all really your responsibility to resolve? Does project work sneak into the stack of Help Desk tickets and skew the performance of SLA metrics? Too often, the Help Desk function and ticketing system end up being used for many things it's not meant to address, and it creates inefficiencies and frustration within IT, and user satisfaction drops. There are some best practices that can be implemented and practical steps that can be taken to ensure that the Help Desk stays focused on their mission, and projects get placed in the proper queue to be prioritized and addresses by the proper resources. In this webinar, you will learn more about the proper use of the Health IT Help Desk function and you'll leave with some practical tips for improving IT performance and user satisfaction.

OBJECTIVES

- What role should the Health IT Help Desk play in supporting the user community? What should it not be?
- How do I measure Help Desk performance and what are some of the typical metrics?
- How do I set Service Level Agreements (SLAs) and how does that affect how IT resources react to issues?
- How do I distinguish between a Helpdesk request and an IT project?

TARGET AUDIENCE

CIO/IT leadership, CEOs, CNOs, CFOs and COOs.

FACULTY

Paul Sliva, CPHIMS

Senior Healthcare IT Consultant
ICE Technologies, Inc.

Paul Sliva is an accomplished information technology professional with extensive administrative and operational management experience. As a member of the ICE consulting team since 2007 he has provided IT Strategy Advisory and CIO services in a variety of hospitals and clinics. He has worked specifically in the health care IT industry for over 26 years with prior roles including Director of Technology and Standards at Mercy Medical Center in Des Moines, Iowa and Administrative Director of Information Systems at Des Moines General. He has a proven record of information technology achievements with demonstrated ability to solve business issues utilizing practical strategies, methods, and IT resources for the best possible outcomes. A graduate of Iowa State University, he holds Bachelor of Science degrees in Computer Science and Mathematics as well as a Master's degree in Business Administration. He is a Certified Professional in Healthcare Information and Management Systems (CPHIMS) and an active member of the Healthcare Information and Management Systems Society (HIMSS).

PRICE

\$195 per connection for members.

\$390 per connection for non-members.

Note: The fee is for one phone line with unlimited participants. For example, 10 employees can participate for only \$19.50 ea!

Join the Conversation!

Social media is a great way to build community and help move preparedness forward. Live tweet and share posts using **#NHAwebinars** before, during and after webinars.

**For more
information
contact:**

Jon Borton, Vice President, NHA Services, Inc.
Nebraska Hospital Association
3255 Salt Creek Circle, Suite 100, Lincoln, NE 68504
(402) 742-8147 Direct • (402) 742-8191 Fax
jborton@nebraskahospitals.org • nebraskahospitals.org

NHA Nebraska
Hospital
Association

The influential voice of Nebraska's hospitals