



Enabling faster and friendlier customer service, while creating operational efficiencies at a fraction of the cost.



Jeff Price, COO of BOC, describes the immediately evident results:

"With CompWALK, our surveyors only need one device, and our staff has the results almost immediately after the inspection is completed. What once required multiple systems and countless hours to produce one survey report is now done within a single, secured, and intuitive system and all within the timeframe of a routine inspection. CompWALK enables BOC to provide faster and friendlier customer service, while creating operational efficiencies at a fraction of the cost."

BACKGROUND

BOC administers certification and accreditation credentials for practitioners and suppliers of comprehensive orthotic and prosthetic (O&P) care and durable medical equipment (DME) services. As a matter of their compliance management process, BOC administers on-site surveys for facilities applying for accreditation.

In November 2006 the Centers for Medicare & Medicaid Services approved BOC to accredit DME suppliers as meeting quality standards under Medicare Part B. Within a few years, BOC rapidly grew from reviewing and accrediting 200 facilities to over 2000.

INITIAL APPROACH TO MANAGEMENT OF GROWTH

BOC would send a team of auditors into the field armed with a laptop or tablet, a portable scanner, and a digital camera to capture the necessary data. Once data was captured on-site, auditors would manually complete their reports, which took between 4-8 hours.

continued...

continued



The reports were then submitted to BOC's review staff, taking an additional 2-4 hours reviewing data, to determine if any follow up was required on behalf of the facility before accreditation would be awarded.

With such exponential growth in the number of quality assessments being conducted on-site, supporting these processes while maintaining a high standard of customer service was becoming a burden.

A NEW APPROACH

When BOC was introduced to the CompWALK mobile quality assessment solution, the amount of money and time spent on supporting BOC's field auditors' equipment, software and tech support needs was growing rapidly. The wear and tear on the equipment from travel and repeated use meant a need to replace broken or outdated equipment regularly.

The mobile solution CompWALK provided enabled field auditors and surveyors to input on-site quality assessment data directly, via their own portable device, into a pre-established system. All the necessary audit data, files, pictures, and narratives are accessible to both internal BOC Staff through a web portal, and their field auditors and surveyors through a single portable device, like their iPads, Galaxy Tablets, Windows Phones, etc.

PROVING THE CONCEPT

BOC began to prove out the concept by developing their compliance audit templates and using them to automate the audit report. Soon after they began to field test the mobile solution with a few surveyors. These surveyors would visit a site and perform the audit in the typical way with their laptop, scanner and camera first and then complete a second audit using the mobile CompWALK platform on their iPad or other device.

Since then, BOC has deployed CompWALK to all of its accreditation field surveyors/auditors who use it every day to collect notes, photographs and evidence and input these details directly into their auditing system while at a survey site. Each of the organizations reviewers also uses CompWALK and can begin reviewing the information as soon as it is input into the system.

REFLECTION

Jeff Price of BOC is grateful for the insightful nature of the CompWALK team. Price states, "They saw a need in their own industry of compliance and created something that works well for them. Instead of internalizing it, they felt a need to share it with the wider industry". BOC will continue to seek additional methods for adapting CompWALK to meet their needs and the needs of BOC's clients.

BOC is committed to providing the highest level of customer services to their certificants and accredited facilities. They were recently awarded their second consecutive Stevie Award for Sales & Customer Service in the "Best Use of Technology" category.