KontactIntelligence in Pennsylvania

What's going well

- Notes fields
- Keeping track of presented opportunities, referrals and the recruitment process
- Data storage
- Searching data
- Access to Niels
- 3RNet Integration (for the most part)

What could be better

- Data reporting
- Emails sometimes don't get through
- Onboarding and training
- More flexibility
- Job description character limit

KontactIntelligence in New Mexico

- New Mexico Health Resources (NMHR) is a high volume referral organization. We average about 200 referrals each month.
- Switch over from Practice Sights to KI resulted in a 2-3 month of downtime for NMHR. Our referrals were down significantly, as there were periods of time where either we had NO access or we had to do all of our referrals “old school” which was time consuming and we had to track everything by hand.

KontactIntelligence in New Mexico

<u>WHAT COULD BE BETTER:</u>

- Our vacancies *(or as in KI talk: opportunities)* are key drivers in what we do. We are managing about 500 vacancies!
- There is a duplication issue in that if someone registers on any given day and then goes back on a different day and re-registers *(whether by accident or forgot they were already registered)* there isn't a cross check function…
- We have had issues with our vacancies/opportunities not matching with 3RNET. We would like to see a basic 3RNET opportunity entry form, with basic primary care selections, etc., currently there are too many to select from in the drop down menus when entering opportunities/vacancies, too cumbersome.
- We would like to see an "oops, you didn't complete this section, etc" button!

KontactIntelligence in New Mexico

<u>WHAT'S GOING WELL:</u>

- Reporting function is good.
- Access to Niels
- Notes function is great
- Overall we are adjusting. ☺

- With all this being said, since we were a Practice Sights user from the very beginning, our data is huge, and data conversion was a big deal!
- For an organization that is starting from scratch, KI would be ideal for them to consider.