Hospital IT Service Desk Benchmarks

A Comprehensive Study of Industry-Wide Hospital IT Service Desk Performance Metrics
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Introduction

NIT Health presents the 2015 Hospital IT Service Desk Benchmarks. This in-depth research probes into the performance metrics of dozens of hospitals that work with NIT Health. Our goal is to allow IT professionals to compare themselves to their peers and measure their performance as compared to the industry average.

Nowadays, hospitals run on information and data—from Electronic Medical Records (EMR) to other sensitive systems. All of these systems must work seamlessly. However, every system needs support, and when they need it, that support must be quick and immediate in order to further excellent patient care.

The service desk supports the smooth operations of countless key systems, providing real-time assistance to physicians and staff that drives clinical excellence. However, running an efficient and cost-effective service desk that meets the highest levels of assistance is not an easy task.

At NIT Health, we support countless hospitals and organizations in building cost-effective, scalable, and efficient IT service desks with stellar customer service. Our goal is to enable you to use these metrics to better understand your organization’s performance status.

As always, our team will be happy to answer any questions that you may have about this report. Feel free to reach out to us at (888) 858-5648.

Yours truly,

Lior Blik
CEO
In the budget section, we explore how much hospitals spend on their service desks per year. We analyzed the data for the highest 25% of spend, the average, and the lowest 25%. All budget figures include direct cost and benefits, excluding technology and hardware.
Average Service Desk Budget / Bed

On average, hospitals spend $2,059 on IT service desks for every bed annually. Lowest spending hospitals, on average, spend $1,544 annually per bed. Hospitals on the higher end of the spending budget spend $2,574 annually per bed.

- Top 25% of Spending: $2,574
- Average: $2,059
- Bottom 25% of Spending: $1,544

*Includes direct cost and benefits, excluding technology and hardware.
Average Service Desk Budget / Physician

When examining service desk budgets per physician, we find that on average, hospitals spend $757 annually per physician. The lower spending 25% of hospitals budget only $568 while the higher spending 25% of hospitals budget $946 annually per physician.
Average Service Desk Budget / Hospital FTE

When expanding the view to the total number of hospital FTEs, we discover that the average hospital spends $204 per FTE annually. On the lower end, hospitals spend $153 annually per FTE, and on the higher end, hospitals spend $255 per hospital FTE annually.
Average Service Desk Budget / Support Case

When looking at the average cost of a single support case, we found that the average hospital spends $18. This figure is only $13 for the lower spending hospitals and $22 for the higher spending hospitals.

*Includes direct cost and benefits, excluding technology and hardware.
Service Desk Case Volume

Every hospital is different, each requiring the support of different systems. This section provides insights around the case volume that the average service desk handles on an annual basis. Again, we looked at the average hospital, as well as the lower and higher 25% of organizations.
Average Number of Cases / Bed

Our analysis shows that on average, IT service desks in a hospital handle 114 cases per bed annually. On the higher end of the spectrum, hospitals handle 143 cases annually and on the lower end the figure drops to 86 cases.
Average Number of Cases / Physician

When looking at the volume of cases per physician, we found that on average, IT service desks handle 42 cases per physician per year. This number increases to 53 cases per physician for the higher 25% of hospitals and drops to only 32 for the lower 25% of hospitals.
Average Number of Cases / Hospital FTE

We examined the number of cases per hospital FTE. Our analysis establishes that on average, IT service desks handle 11 cases per hospital FTE annually, 14 cases per FTE for the top 25% of organizations and 9 for the lower 25% of organizations.
Average Number of Cases / System Supported

The number of systems supported affects the volume of IT support requests. Our analysis of the number of cases per supported system reveals that, on average, each system has 12 support requests. This number increases to 15 requests for the higher 25% of hospitals and drops to only 9 support requests per year for the lower 25% of hospitals.
Average Number of Cases / Service Desk FTE

One of the most important measures of efficiency is the number of cases per service desk FTE. Our analysis shows that on average, a service desk FTE handles 3,385 cases per year. This number increases to 4,231 for the top 25% of hospitals, where the workload is the highest. For the lower 25% of hospitals, each FTE handles 2,539 cases annually.

Where Cases Are Coming from?

While the vast majority of cases are generated by phone and many service desks only allow the creation of cases by phone, other desks also allow the creation of cases from a web platform.
In this section, we analyzed the average service level of the IT service desk. Here are some of the key metrics to look at:
Hold time
(average hold-time per answered call):
2 Minutes, 54 Seconds

Time to answer
(total time before caller speaks to a person):
56 Seconds

Call abandonment
9.70%

Time to resolve case
(meantime to resolution):
8:32 Hours

Average case in queue
23 Cases
Service Desk Staffing

Staffing directly affects the service level and effectiveness of every IT service desk, making staffing a crucial number that every IT executive should scrutinize. We analyze how some of the nation’s top hospitals staff their help desks.
Average Number of System Supported / Service Desk FTE

An analysis of the average number of systems supported for every IT Service Desk FTE shows that service desk personnel handle 278 systems on average. This number increases to 347 for the higher 25% of hospitals and drops to 208 for the lower 25% of hospitals.
Another measure of staffing is the average number of beds per service desk FTE at hospital. Our analysis found that on average there are 30 beds per FTE. The higher 25% of hospitals have 38 beds per service desk FTE and the lower 25% have only 23 beds per FTE.
Average Number of Hospital FTE / Service Desk FTE

NIT Health also explored the total number of hospital FTEs as compared to the total number of service desk FTEs. Results show that on average there are 304 hospital FTEs per service desk FTE, which increases to 381 for the higher 25% of hospitals and decreases to 228 for the lower 25% of hospitals.
As the final segment of the 2015 benchmarks, we compared how much hospitals spend on training their service desk staff.
Average Training Cost / Service Desk FTE

An analysis of the average cost of a service desk FTE shows that hospitals spend $3,361 annually on training per FTE. This figure increases to $4,202 annually for top spending 25% of hospitals and decreases to $2,521 annually for the bottom 25% of hospitals.
Conclusion

In this analysis, we compared the budget, service level, and staffing of some of the nation’s leading hospitals. Our goal was to enable the IT executive to compare their performance to that of their peers, allowing them to assess their standing in relation to efficiency and cost effectiveness.

Our team at NIT Health would be happy to answer any questions you may have on this report or on IT service desk issues in general. Feel free to reach out to us at (888) 858-5648.
About NIT Health

NIT Health is a premier provider of management and technology advisory services for the healthcare industry, serving over 100 healthcare facilities. The company is the leading expert in hospital IT management, EMR implementation, compliance, and service desk management.

NIT’s Service Desk offers a single point of contact to manage communications and issue resolution from commencement to closure. Our sophisticated ticketing allows us to conduct in-depth analysis and address patterns that will reduce future problems. In addition, it allows us to funnel issues to the right person for quick resolution. Most importantly, our team is highly experienced in the hospital environment and maintains a high clinical awareness.

Learn how you can increase the performance of your service desk while lowering its cost.

Call NIT Health today to schedule your introduction – (888) 858-5648.