

Healthcare FQHC Cuts Costs 28%, Saves \$650K

A leading **Federally Qualified Health Center (FQHC)** faced performance gaps with previous BPO partners, negatively impacting patient service.

Partnering with Outsource Consultants (OC) rapidly improved call handling, achieving substantial cost reductions and enhancing patient engagement.



28%

Savings



55

Seats



2

Engagement
(Years)



\$326K

First Year
Cost Reduction



\$650K

Total
Savings

From Overwhelmed to Optimized Operations

This non-profit health organization, **dedicated to comprehensive care for over 47,000 low-income patients in California**, initially struggled with an outsourced call center that couldn't meet service expectations or multilingual demands.

Critical metrics were lagging: average call handling times were excessive, call abandonment rates high, and operational inefficiencies prevailed.

Outsource Consultants implemented a scalable offshore solution that improved multilingual support, **reduced average handle times by 60%** (from 5 to 2 minutes), and **cut call abandonment rates in half**, from 10% to 5%.

Leveraging industry expertise and a carefully vetted provider network, OC enabled swift operational improvements and created efficiencies that produced immediate, measurable financial impacts **totaling \$650K in savings**.

60%

reduction in
average
handle time

50%

reduction in call
abandonment
rate

We **Demolish**
CX Roadblocks

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🌐 www.outsource-consultants.com