Are your QA reviews getting the job done?

Step up to **team**think.

When legacy systems no longer suffice, step up to **team**think for a streamlined, comprehensive QA solution. With maximum flexibility for modifying questionnaires and reports, **team**think adapts to ongoing changes in your organization, and its full scalability enables you to handle any level of growth. Add to this a foundation of sophisticated analytics, and your decision-makers are assured complete, accurate, and reliable information for driving performance and financial success.

Excellence in the quality assurance process is critical to understanding and improving individual and group performance. No matter the size of your company, however, meeting claims and underwriting QA goals can be difficult, even under the best of circumstances. This is especially true when QA faces cumbersome legacy technologies that are heavy on manual entry, have limited functionality, and are difficult to navigate.

You can't afford these problems in your QA program, but fixing them through your already overburdened IT department can be a long and trying process. The **team**think solution reduces reviewer fatigue, with only minimal involvement from IT. With **team**think, you increase productivity, reduce errors, and eliminate many of the QA audit problems that demand valuable managerial time and attention.

The powerful solution for reviewer success.

If your current audit system makes it difficult to perform the best reviews possible, step up to **team**think, the unsurpassed performance improvement solution for QA. Working together, the core components that comprise **team**think optimize the QA process with fully customizable reporting, the ability to author and modify questionnaires, and wide-ranging administrative functionality.

Among these powerful capabilities stands **team**think Reviewer, the reviewer interface that optimizes efficiency while delivering the most accurate results. With **team**think, your reviewers are highly efficient and your audit results are precise and complete. From choosing the files you need, to conducting efficient reviews, to assuring accuracy, **team**think makes it easy to succeed. This advanced solution helps QA and the organization as a whole keep pace with the demands of the industry, surpassing the limitations of other QA audit tools.

Convenient and easy-to-use technology.

teamthink Reviewer's user-friendly questionnaires streamline audit workflow for greater productivity. When auditors start their reviews, questionnaires are pre-filled with the most current data available. By eliminating such manual entry tasks, **team**think saves valuable reviewer time and ensures greater accuracy. Further, Reviewer displays only the questions that are relevant to each review based on the facts of the file, such as the litigation status, coverage types, or underwriting lines of business. It's simple for reviewers to access or change any responses at any time, attach documents and photos, and view help text for clarification.

Deeper insight with advanced functionality.

teamthink Reviewer enables users to go beyond the simple capture of performance issues, drilling down to specific root causes. Moreover, narrative comments can be captured to facilitate individual feedback sessions and better understand common problem areas. Comments can also be categorized to easily differentiate between skills deficits and motivational issues. Even more, Reviewer helps QA better understand financial outcomes, with the ability to capture leakage by type, such as indemnity and expense. On completion of a review, **team**think checks for unanswered questions, data entry errors, and incorrectly formatted responses for more reliable results.

With **team**think Reviewer, you get the best of all possible worlds: reviewers have easy-to-use tools that maximize their efficiency and accuracy, while business managers benefit from a more cost-effective audit solution that produces all the information they need to fully understand their operation.

Maximized reviewer efficiency to increase cost savings.

- Increase reviewer speed and accuracy with pre-filled questionnaire responses.
- Give instant support to reviewers with customized help text and announcements.
- Show reviewers only the specific questions appropriate for the file under review.
- Choose applicable root causes each time an issue is identified.
- Notify users of data entry problems as they occur.

Exceptional capabilities with greater flexibility.

- Easily categorize narrative comments, allowing for quantitative analysis of qualitative data.
- Capture root causes to better understand the top issues impacting employee performance.
- Easily add attachments, such as photos, to a review, and associate them with specific comments.
- Gather multiple measures of performance – scores, leakage, issues, and cycle times.
- Aggregate results by file, adjuster, or any other facts of the file.
- See results by processing phase or by groupings of questions related to areas such as Compliance and Service.

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teamthink Expansion Modules

In addition to **team**think's substantial reviewing, reporting, and self-authoring capabilities, Athenium offers a comprehensive suite of optional Expansion Modules. Talk to us about how to extend **team**think's capabilities across the entire QA review process.

Question-Level Responsibility: Measure how multiple individuals and groups affect a single file score.

Development Planning: Analyze audit results, develop action plans, and track ongoing progress for individuals and groups.

File Selection and Assignment: Automatically select and assign a statistically valid sample of files according to your criteria.

Data Integration: Efficiently transform data from your spreadsheets, databases, and legacy systems and load it into **team**think for comprehensive, consistent, up-to-date information.

Snapshot: Retain a copy of your entire **team**think operating environment at a specific point in time, with tightly controlled access for records retention purposes.

Athenium
Performance Improvement Solutions