

Healthcare Provider Improves Incident Reporting Rate by 2.2 Times the Previous Rate with Intalex

While we selected the Intalex system to solve some very specific performance issues it turned out to be a culture change instrument as well. The real-time dashboard dramatically improved our ability to see when anything was slipping, not only from the administrative perspective, but at the manager and director level as well. Performance information is now transparent, while protected information is kept secure. For those managers with multiple cost centers, it has been transformational as we developed manager specific dashboards to help them stay on top of their tasks and trends. Overall, the Intalex system has become an invaluable tool for us at Community Memorial Health System.



Marsha Parker
Director Quality and
Performance Improvement at
Community Memorial Health System

Customer Profile

Community Memorial Health System, originally operating as a single hospital in early 1902, was established in 2005 after merging with Ojai Valley Community Hospital. Since 2005, Community Memorial operates as a not-for-profit (NFP) and is composed of the two aforementioned hospitals, along with twelve family-practice health centers. Today, Community Memorial Health System provides care and services for individuals throughout Ventura County.

Business Objective

Like many medical institutions, Community Memorial tracks and manages a substantial amount of files and documents. However, with multiple offices and information coming from every direction, they found it difficult to manage their document control policies and were constantly dealing with outdated policies and forms that needed archiving. Community Memorial's incident reporting system was also outdated, resulting in low reporting rates because the old system wasn't userfriendly and was not available across their 12 clinics. They required a modern system to manage policies and documents, streamline incident reporting across the business and improve visibility across their multiple offices. It was also necessary that the solution include training management to improve efficiencies and replace the paper-based process Community Memorial employed.

KEY PRIORITIES:

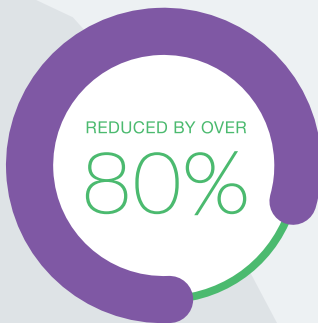
- Implement a system to improve incident reporting rates, identify trends and generate new reports
- Effectively manage training for employees in multiple offices in different locations
- Establish an efficient document control system to manage policies and forms across the business
- Replace paper-based system and Microsoft Excel system with new streamlined software process that automatically tracks documents and audits

Project Summary

Community Memorial reviewed a number of EHS management software providers before choosing Intelex. Intelex was favoured due to its customizable capabilities, as well as extensive dashboard and reporting options. A main selling point for Community Memorial was how Intelex’s dashboards have the ability to track the stages of the incidents directly on the dashboard. This has allowed Community Memorial to easily manage the work of their supervisors and move the incidents through their system faster. Reporting has revealed trends Community Memorial didn’t even know they had prior to implementing Intelex.

QUICK STATS

Overdue Policies Reduced



EFFICIENCY GAINS

- Increased incident reporting 2.2 times the previous reporting rate
- Overdue policies reduced by over 80% in the first few months after implementation
- Countless hours saved managing documents with Document Control
- Reporting revealed new trends Community Memorial wasn’t aware of prior to implementation

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