



WellSpan Health says goodbye to paper

WellSpan Health is a national healthcare leader in providing patient care. Their facilities include six hospitals and 300 ambulatory centers located in central Pennsylvania and northern Maryland. Each of the facilities shares the company's commitment to excellence. That commitment has led to several hospitals being honored with the distinction of Blue Distinction Centers in Maternity Care by Blue Cross and Blue Shield.

Their company-wide dedication drives WellSpan Health to embrace sophisticated information technology. That includes saying goodbye to paper-based processes for facility operations and hello to automated electronic-based processes. The major change would challenge WellSpan Health's Information Technology (IT) Department. But achieving it would bring better visibility and performance metrics—critical with over 500 service requests each week and 2,500+ inspections per month.

Answering the question of who would help WellSpan Health make it happen was easy for Bill DeFelice, Director, Property Management. DeFelice selected Msicorp because he worked with them in the past and experienced exceptional outcomes. Msicorp is a provider of SaaS medical and healthcare facility solutions. They are experts at configuring systems to

automate, manage, track, and report facility operations' status, improving compliance, efficiencies, safety, and outcomes.

Work on the transformation began with a series of information gathering discussions led by Mscorp experts with key leaders of WellSpan in attendance. The main problem to solve was their current paper-based systems were time-consuming, slow, inefficient, and ineffective for operations management because they are paper-based manual processes. The group discussed options for transitioning to electronic-based operations that included company-wide hospital standards, compliance requirements, processes, procedures, and systems.

After considering everything, Mscorp recommended the following:

- SaaS solution with cloud-based Webview**AMS**® software
- Facility-specific customization - o two hospitals had the same strengths and weaknesses
- A mobile option for system access through the Mscorp app
- Customized reports within Webview**AMS**® based upon how WellSpan uses them
- A baseline to determine a hospital's level of compliance
- Employee training & online support

The Mscorp experts started working with facility leadership one facility at a time. Every facility had to be convinced they needed to adopt company-wide standards. Once adopted, Mscorp experts determined facility-specific customization since no two facilities did things the same way. Gaps and areas for improvement were identified and evaluated. A degree level rating was assigned for how they affected safety, security, maintenance, housekeeping, patient requests, and more.

If a facility need to addressed a specific issue, Mscorp experts added steps in the system to correct it. If one facility was better in a particular area than another, Mscorp established and shared best practices. Within a year, Mscorp experts had transitioned the company and all six hospitals. Each now had the capability of creating facility-specific reports, spreadsheets, and alerts. It was valuable data with details to help facilities identify areas for improvement and track progress at the individual employee level.

The solution delivered by Mscorp has enabled WellSpan to progress further toward its goals of being one company with higher sophistication in operations technology. New system data has also empowered WellSpan to improve compliance, efficiency, and outcomes. IT time and costs have also been reduced, visibility has been gained, and issues can now be identified in real-time for prompt action. Employees also have Mobile access for electronic logbooks,

mobile operator rounds, and work management. Msicorp has delivered a win-win to WellSpan, and they are very satisfied with the results.