

## WellSpan Health: “Goodbye Paper, Hello Automation”

WellSpan Health is a national healthcare leader and patient care provider. The company owns and operates six hospitals and 300 ambulatory facilities in central Pennsylvania and northern Maryland.

Every employee shares a dedication to providing superior and seamless patient care with the help of innovation. This commitment has been recognized and honored by U.S. News & World Report's with High Performing recognition, Newsweek's America's Greatest Workplaces for Diversity, and The Association of Community Cancer Center's (ACCC) Innovator Award.



Yet despite their shared purpose and dedication to innovation, the company and its healthcare facilities still used archaic paper-based systems. Plus, headquarters and each facility were operating at an independent entity with different processes, procedures, forms, etc. Because of the situation, only high-level data was available for leadership. Extraction involved a labor-intensive process that took days rather than hours to generate reports.

Leadership recognized their ways of doing business had to change. Costs were increasing alarmingly, and reductions were needed now. Information technology (IT) team members were unavailable for projects because they needed to maintain current systems. It was time for WellSpan Health to say goodbye to its paper-based operations and hello to automated electronic-based systems.

### The “Who and “How” for Change

WellSpan Health leadership and the IT Team agreed they needed to migrate to a cloud-based platform. They wanted a system capable of providing detailed data on performance metrics. Leadership wanted reports for their 500+ service requests received weekly and 2,500+ inspections monthly. Plus, a system that made it easy for employees to extract the data and run reports on demand.

WellSpan Health was ready to proceed; however, they were unsure of the "who" and "how" to make it happen. Luckily, Bill DeFelice, Director of Property Management at WellSpan Health, had previously worked with MSIcorp, an Information Technology (IT) Software as a Service (SaaS) company. "MSIcorp is an experienced and knowledgeable provider of SaaS medical and healthcare facility solutions," according to DeFelice. Therefore, they were a perfect fit for WellSpan Health's needs.

WellSpan Health and MSIcorp agreed to complete the automation migration in two phases. MSIcorp would migrate the company first and then each healthcare facility. Current legacy systems, policies, procedures, etc., would be considered and evaluated.

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## Phase One: Headquarters Moves to Automation

MSIcorp experts started migrating WellSpan Health's headquarters by installing and configuring cloud-based WebviewAMS® software. A mobile option was added to make the system accessible through the MSIcorp app. Plus, MSIcorp experts made detailed data accessible, and streamlined the reporting process.



WebviewAMS® reports were customized to meet all WellSpan Health's needs. MSIcorp experts also developed and delivered employee training. Plus, they provided online support to ease the transition to new operations and systems.

## Phase Two: Modernizing One Facility at a Time

In phase two, MSIcorp met with the leadership team at each facility and created automation plans. It was incredibly challenging, with each facility having its own paper-based system, policies, procedures, and issues. Plus, each facility had different strengths, weaknesses, and opportunities. It eliminated the possibility of using the same solution twice.



For each migration, facility leadership and MSIcorp experts prioritized areas of importance, identified gaps, decided on changes, and planned improvements. Areas addressed included safety, security, maintenance, housekeeping, patient requests, etc. Plus, MSIcorp identified and solved facility-specific issues.

## Transition Completed Before Deadline

Within one year (less than planned), MSIcorp successfully transitioned WellSpan Health from paper-based systems to automation. Leadership and each facility could easily and quickly generate customized reports and spreadsheets when they wanted. Plus, they now had alerts to help identify areas for improvement and track progress at the individual employee level.

The solution by MSIcorp empowered WellSpan to improve compliance, efficiency, and outcomes. Information Technology (IT) started experiencing less demand, saving time and money. WellSpan Health had new visibility to issues for identifying them in real-time, to take prompt action before an issue becomes a big problem. Mobile access was also available for electronic logbooks, mobile operator rounds, and work management. MSIcorp delivered a win-win to WellSpan Health, and they are very satisfied with the results.

## Solution Benefits

- Better Compliance
- Performance & Safety Measuring.
- Company-wide Standards
- Better Operations Activities Visibility & Detail
- Sharing of Best Practices Between Facilities
- Customized Reports & Tracking, Alerts
- Mobile Access
- Real-time Data for Tracking Progress
- Cloud Platform – 24/7 access
- Minimal IT Time

To learn more about MSIcorp visit [www.MSIcorp.com](http://www.MSIcorp.com).

