Case Study

Chicago hospital goes digital to secure HR records in the cloud.
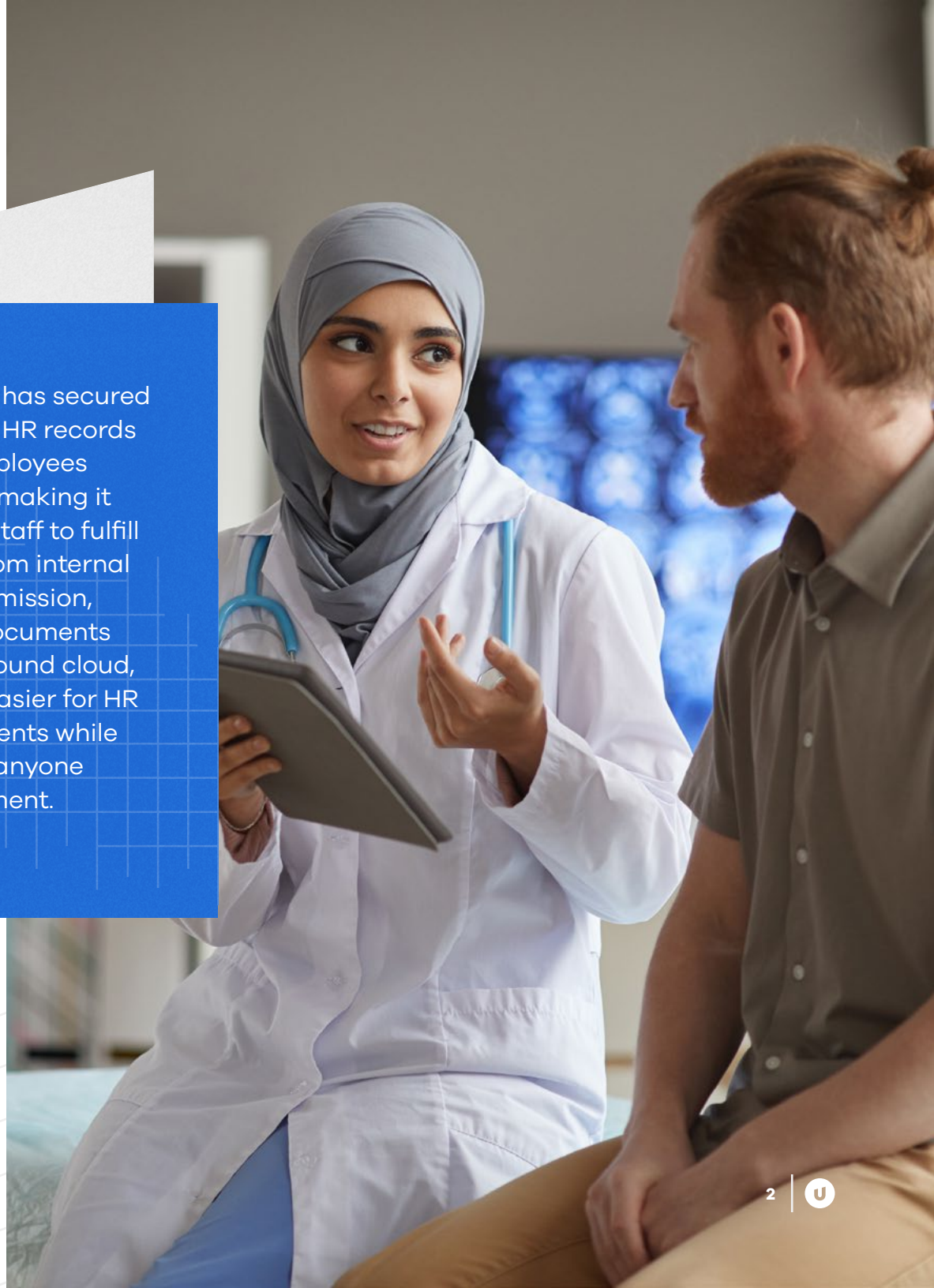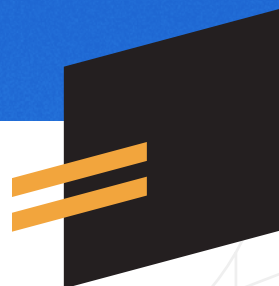
This hospital has met the unique healthcare needs of Chicago's south side neighborhoods for more than a century and offers inpatient and outpatient healthcare services. From state-of-the-art diagnostic imaging to mental health, asthma and diabetes treatment, dental and obstetrics services, to their Pediatric Mobile Health Unit, the hospital strives to make healthcare as accessible as possible for people in the communities it serves.

This Chicago hospital has secured access to confidential HR records for more than 900 employees and 150 doctors while making it easier for authorized staff to fulfill document requests from internal customers, Joint Commission, and auditors. All HR documents are stored in the FileBound cloud, making it faster and easier for HR staff to access documents while preventing access by anyone outside of the department.

How do you securely maintain hundreds of employee records and documents?

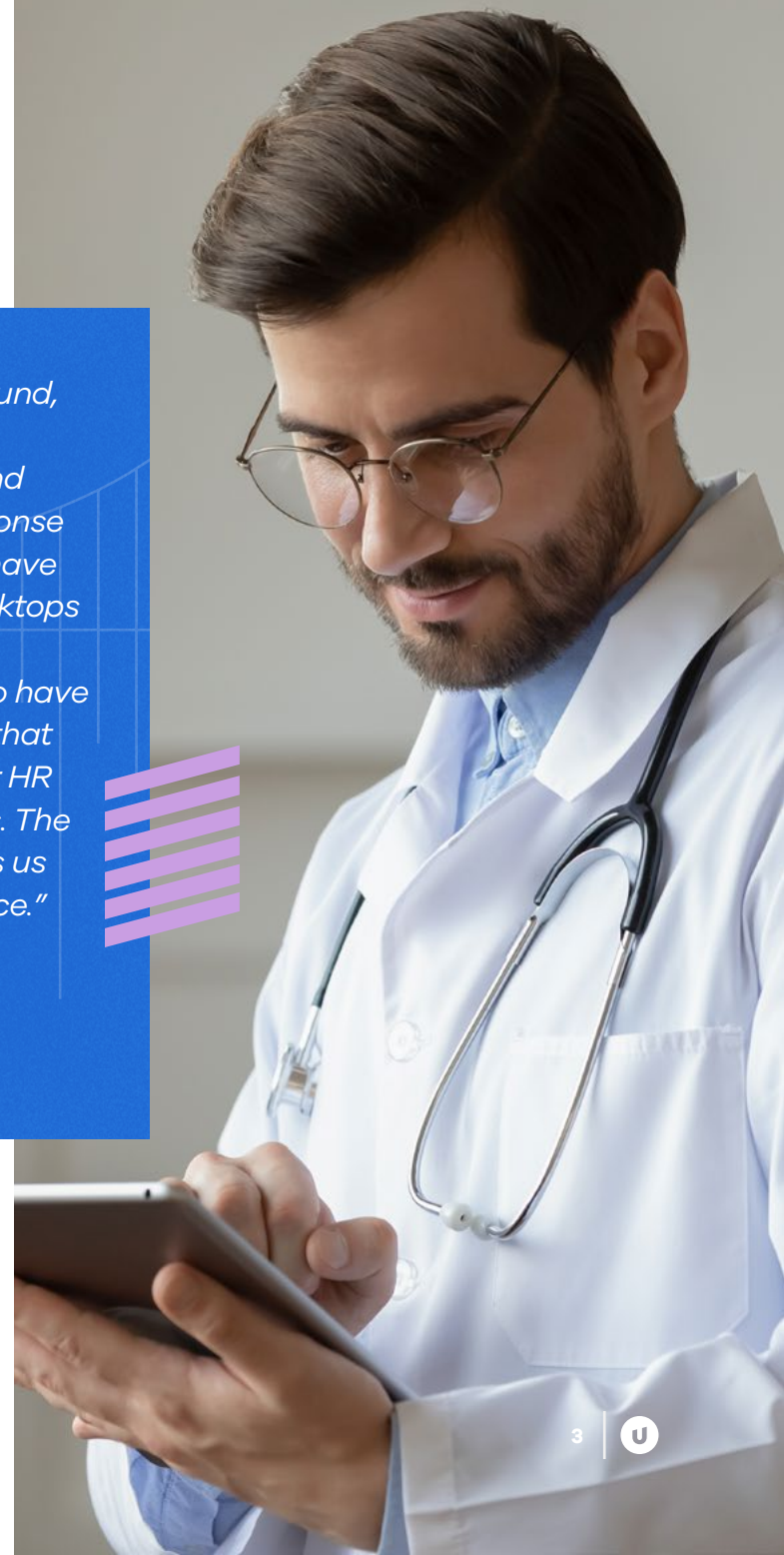**This hospital wanted to go beyond just taking medical records digital.**

After experiencing the efficiency that came from adopting electronic medical records, this Chicago hospital wanted to extend those benefits to the human resources department, where staff spent a great deal of time retrieving physical documents for managers and auditors. Because of the sensitive nature of employee records, the hospital sought a cloud-based solution that met stringent criteria for security and confidentiality. "Our facility has always been very forward-thinking when it comes to technology," said their HR Director. "We had already seen the benefits of digitizing medical records, and we wanted to realize the same efficiencies for our human resources team."

With FileBound all HR documents went right to the cloud.

The hospital's team of five HR professionals began scanning all incoming HR records and imported everything into FileBound. Now the hospital can quickly fulfill document requests for audits required to maintain nonprofit status while improving internal access to staff files and ensuring enterprise-class security.

"Before we had FileBound, we spent a lot of time pulling documents and copying them in response to requests. Now we have everything at our desktops and can send them electronically. We also have confidence knowing that no one outside of our HR team can access files. The FileBound cloud gives us that level of confidence."

– Hospital HR Director

This hospital now has digital files in place to ensure security, funding, and business continuity.

This nonprofit hospital employs technology to maintain its place as a community cornerstone.

At one time, there were four hospitals on the south side of Chicago. Today, this hospital is the only remaining location serving more than 500,000 residents. Being attuned to changing needs is how this not-for-profit healthcare provider has been able to fulfill its mission to patients for more than a century.

Before implementing FileBound, the five-person HR team spent a lot of time pulling documents and copying them in response to requests. These requests supported internal customer service, but was also critical for ongoing audits such as the Joint Commission, the Illinois Department of Public Health, and biennial financial audits required to maintain nonprofit status.

Funding is critical for this neighborhood, where government surveys estimate that more than 42% of residents live below the poverty line and rely on Medicaid— or have no insurance at all. Technology investments including FileBound help this hospital run smoothly and have resulted in a number of accolades, including the Joint Commission's Gold Seal of Approval.

The cloud improves access while supporting disastery recovery.

As part of an overall initiative to increase the use of technology, HR provides electronic documents to the management team according to defined user rights.

FileBound also provides disaster recovery benefits. Paper files are vulnerable to physical damage, and even some premises-based solutions may not be immediately available following a disaster. Now this HR department has the peace of mind of knowing that they have access to the records independent of the physical location in the cloud.

Even more benefits

Hospital staff continue to find ways for FileBound to help them boost productivity:

- HR staff can easily retrieve documents from the intuitive search interface and send electronic copies, allowing them to reclaim time previously spent retrieving files, copying and compiling documents, and re-filing them.

- Cloud-based software delivers enterprise-class security to protect sensitive information from internal and external data breaches through a combination of robust infrastructure and role-based user access controls.

Upland FileBound delivers document and workflow automation applications that improve the operation of any organization by connecting users with the information they need to work more efficiently and effectively. With FileBound, customers can build automated workflow processes and centrally manage documents to improve compliance, collaboration, and access to information.