

Enterprise-wide Process Improvement Gains Achieved at Rideout Health

This case study highlights how workflow automation solutions improved efficiency and reduced errors across the enterprise at Rideout Health.



Sometimes small challenges can add up to big problems. Such is the case with the majority of healthcare facilities today. Hospital leaders are searching to find the root causes of poor performance and compliance outcomes. Often the answer lies in the processes themselves, and the issue can be widespread. As a result, leading healthcare organizations, such as Rideout Health, are seizing the opportunity to eliminate errors and inefficiencies wherever they occur.

Rideout Health selected FormFast, a leading provider in process automation for hospitals, to help them standardize and streamline processes that affect the majority of the organization, namely human resources and payroll tasks. The 233 bed healthcare organization based in Yuba City, CA is comprised of two hospitals merging into one, along with an outpatient surgery center, a cancer center, and multiple clinics.

Rideout Health’s implementation of FastFlow, FormFast’s workflow automation platform, was led by Director of the Project Management Office, Tony Toglia, Project Manager, Maneet Bhullar, and Project Manager, Kendra Woods. Understanding the value of automating tasks, the team identified process bottlenecks across the enterprise. By streamlining slow, labor-intensive processes with FastFlow, hospital staff are able to focus on mission-critical tasks that have a more direct impact on patient care and business outcomes.

AT A GLANCE:

Challenge: Paper forms were completed by hand, forcing staff to manually enter data. Manual processes were slow, error-prone, and siloed.

Solution: FastFlow by FormFast replaced manual processes with workflow automation driven by eForms. Version control, workflow tracking, system integration and many other features contribute to enterprise process improvement.

Results: Rideout Health relies on FastFlow to automate and improve many processes impacting a large portion of the hospital staff.

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Maneet Bhullar | Project Manager

The team at Rideout Health discovered that many of these manual tasks impacted a large portion of the hospital's staff population, multiplying the effects of inefficiencies. Therefore, it was important to select a workflow platform that was scalable, interoperable with existing systems, and user-friendly.

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A workflow automation platform like FastFlow replaces manual tasks with a online, paperless system for electronically streamlining processes. Manual tasks, in this case, are defined as processes where staff are:

- documenting processes on paper
- completing forms by hand
- inputting data manually into another system
- physically transporting documents
- managing paper documents in physical storage
- tracking the progress of tasks by email or phone



Replacing paper documents, the workflow platform utilizes electronic forms (eForms) created by FormFast to capture data discreetly. This data can be processed using calculations, automatically analyzed to drive workflow, or aggregated in reports. Only approved eForms are available to distribute, providing improved standardization and process control.

Once routed, electronic workflows are trackable and auditable within the system. In order to encourage timely responses, email notifications are sent to recipients with a link directly to the eForm to be completed. "It's just an easy and quick process with e-mail alerts compared to having to send paper back," says Bhullar.

Also, from the end-users' standpoint, the familiar appearance of the eForms, which FormFast designs to mirror the look of traditional forms, provide ease-of-use

to increase adoption among staff.

Rideout has implemented numerous workflows including Personal Action Reviews, Medical Record Audits, and Monthly Mileage Return processes.

Bhullar shares the challenges they faced by performing these tasks manually. "We didn't have version control with the manual paper process. With FastFlow, we are able to make sure everyone uses the latest version by overwriting the old form."

The issue of misplaced documents was inherent due to the processing of static documents. "You would have to hope that all paper forms were turned in because forms do disappear. The audit function in FastFlow allows you to see when forms were completed, and if there are any outstanding." Also, the opportunity for error increased when the information was manually transferred from paper to a spreadsheet. "The Quality department would hand-key the data into Excel and manually calculate the compliance percentage for each form. We used calculations in hidden fields on the form to do all of the work in the background."

Several processes at the organization have already become completely paperless via FastFlow. Buy-in from key stakeholders in payroll and human resources departments have contributed to quick adoption of improved processes.

Bhullar gives an example of how hospital leaders are mandating performance improvement through the use of FastFlow. "One of the key success factors for FastFlow adoption at our organization was Payroll deciding to only accept forms via FastFlow. After a 60-day grace period for paper forms, FastFlow became the only way to submit the forms. FastFlow enabled a much better process for both staff and Payroll."

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