Hospital Secures HR Records in the Cloud

St. Bernard Hospital has secured access to confidential HR records for 900 employees and 150 doctors while making it easier for authorized staff to fulfill document requests from internal customers, Joint Commission and auditors.

Business Needs

After experiencing the efficiency that came from adopting electronic medical records, St. Bernard Hospital wanted to extend those benefits to the human resources (HR) 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.

The Solution

FileBound by upland

As part of an overall solution designed by FileBound partner IDT (Itasca, IL), St. Bernard Hospital stores all incoming HR documents in the FileBound Cloud, making it faster and easier for HR staff to access documents while preventing access by anyone outside of the department.

Benefits

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

- The ability to quickly gather and export documents streamlines the process for complying with audits, such as Joint Commission, Illinois Department of Public Health and financial audits required to maintain non-profit status.

- Cloud-based software delivers enterprise-class security needed to protect sensitive information from internal and external privacy breaches and provide disaster recovery. Security is maintained through a combination of robust infrastructure and role-based user access controls of the software.

ST. BERNARD HOSPITAL
AND HEALTH CARE CENTER

Charity, compassion and a commitment to quality guide St. Bernard Hospital's mission to bring the best medical care to its patients. A Catholic hospital, founded by the Religious Hospitallers of St. Joseph, St. Bernard Hospital has met the unique health care needs of Chicago's South Side neighborhoods for more than a century. Sponsored by Catholic Health International, St. Bernard offers inpatient and outpatient health care services that are vital to the wellbeing of South Side residents. From state-of-the-art diagnostic imaging to mental health, asthma and diabetes treatment, dental and obstetrics services, to their Pediatric Mobile Health Unit, St. Bernard strives to make health care as accessible in the communities it serves.

INDUSTRY:	Healthcare
LOCATION:	Chicago, IL
EMPLOYEES:	Nearly 900
WEBSITE:	stbh.org

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— **Donna Dertz, HR Director, St. Bernard Hospital**

HR efficiency supports hospital's mission

At one time, there were four hospitals in the Englewood neighborhood of Chicago. Today, St. Bernard Hospital is the only one of the four remaining to serve more than 500,000 residents of Chicago's South Side. 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.

"St. Bernard has long been very forward-thinking when it comes to technology," says Donna Dertz, director of human resources at the hospital. Dertz launched the hospital's initiative to adopt electronic HR records. "We had already moved to electronic medical records, and we were looking for the same efficiencies for human resources."

In January 2013 Dertz and her team of five HR professionals. began scanning all incoming HR records using Epson scanners The data on the documents is extracted using CAPSYS CAPTURE ONLINE™ and imported into FileBound.

"Before we had FileBound, we spent a lot of time pulling documents and copying them in response to requests," says Dertz. Now we have everything at our desktops and can send them electronically."

Fulfilling document requests not only improves internal customer service; it's critical to supporting the ongoing mission of the hospital. HR records are often requested as part of audits such as the Joint Commission, the Illinois Department of Public Health and biennial financial audits required to maintain non-profit status.

Funding is an important consideration in Englewood, where government surveys estimate that more than 42% of residents live below the poverty line. "Many of our patients rely on Medicaid or have no insurance at all, so we provide lots of charitable care," says Dertz. "Our

technology investments demonstrate that we are a well-run organization." Those investments have resulted in a number accolades, including the Joint Commission's Gold Seal of Approval.

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Cloud software answers security concerns

"It's important to me to know that no one outside of my team can access HR files, and the FileBound cloud gives me that level of confidence," comments Dertz.

Cloud-based content management 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. Dertz and her colleagues have the peace of mind of knowing that they have access to the records independent of the physical location. She adds, "I also spoke to current customers, and that really helped convince me that FileBound was the right choice."

As part of an overall initiative to increase the use of technology, Dertz provides electronic documents to the management team. In the future, they will have access to the FileBound records according to defined user rights.

"I really like working with FileBound," states Dertz. "Right now we're taking baby steps, but when we open it up to other managers, it's really going to have an impact across the hospital."

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