

Case study: Healthcare centre, Canada

Background

Healthcare providers the world over find managing paper documents a challenge. Partly due to the volume, but also the need for security.

Strict regulations apply to confidential patient files. In addition, there are many employee and financial documents, all of which must be kept on file for years.

Problems

When the IT & Quality Manager of a large healthcare company based in Hamilton, Ontario realized things had reached a critical point with storage and management of its business records, she had to do something.

With more than 250 employees, the organization was accumulating patient and business records at a steady rate. Sustained growth meant their existing storage area had exceeded its capacity and there was neither the manpower nor the physical space to efficiently manage records onsite.

After reviewing several records management companies in the area, the Burlington office of Crown Records Management was deemed the only truly local, experienced records management provider that could assist. The selection team was so impressed by the professional presentation by Crown's Melissa Valentine, they decided only Crown was capable of offering the "whole package."

The Solution

A well rounded service

The client was impressed with Crown's network, technology and expertise including:

Secure facilities – located a few minutes away

Leading-edge technology – integrated, real-time client-customized solutions

Proven QS – ISO 9001:2000 certification coupled with QUEST, Crown's in-house quality management system

Speed and efficiency – Able to start implementation immediately and resolve the problem quickly

Industry expertise – 25 years of experience serving clients in the global records management industry

“From the first day, the service was amazing,” the IT & Quality Manager said. “Crown’s operational staff made a lot of suggestions to make the transition of records smooth and easy.” The healthcare provider was assigned a “one stop” Crown consultant to make proactive recommendations. This was integral to the success of the partnership.

The Crown Records Management team put together a Service Level Agreement (SLA) that clearly stated the healthcare company’s objectives and a plan was put in place to begin the urgent removal and storage of their records.

Disaster recovery plans proved well-founded early on

Guidelines for how to cope with unforeseen events was an important aspect of the proposal. Shortly after the initial project was completed, the plan was put to the test when an emergency situation arose.

An overhead pipe burst in a records storage room at one of the healthcare provider’s satellite offices. Dozens of files and boxes were saturated.

To save critical business information, Crown immediately took the files to its own facility to be carefully dried out, re-catalogued and placed in new cartons for storage. Crown’s staff ensured the privacy of each document and no records were lost in this successful operation.

It proved to be essential that the disaster recovery guidelines were in place when Crown first proposed the service agreement. Everyone knew exactly what needed to be done: “Crown provided peace of mind—that is one added-value service that is impossible to quantify,” said the IT & Quality Manager.