

Case study: Healthcare

Background

Probably familiar to every hospital administrator are these issues: too little space to keep everything, and too few people with too little time to go searching through all those files. It quickly becomes apparent that help is needed.

Problems

While files were not lost, at this hospital, it was becoming increasingly likely, within the confines of their facilities for errors to occur. Time was being wasted and confidence in the system was at an all time low.

The Solution

Teamwork

Crown's proposal was to identify those items that were less frequently accessed, and to remove them from site, giving space for medical records staff to work more efficiently.

Crown provided a team to work on site. They audited the files, identifying those that could be transferred off-site and tracking and moving files on-site. They also reorganized the hospital stores to provide easier access for new items.

Files were placed into cartons for transfer to Crown and a full inventory of all items in each box was created and given to the customer.

The retrieval service operates on a standard next day basis for individual files. In addition, an express and emergency service is also offered for instant access to documentation.

A formal destruction review program ensures documentation is stored for the statutory retention period. This is carefully monitored by Crown and the client to make sure that the 'paper mountain' is kept under control.

Crown also provides teams to weed through and remove files create more space in an ever-increasing volume of files.

In the course of the project, Crown has made it possible for the client to resolve its problems with storage space. We have assisted in formalizing a retention policy. Most significantly, the hospital's employees now have an up-to-date file store that allows them room to work.

Improved efficiencies and better working conditions have combined to improve staff morale and create a happier working environment.