

Corporate Portal

Major Healthcare Provider

Case Study

Solution Overview

Industry

Health Care

Development Time

3 Months

Benefits

The client's quality manual and objectives are all stored in way that is easy to maintain and view for all employees. The additional benefit is that the ISO 9000 six month reviews from the auditors will be much easier as the information is at the auditors finger tips.

Employee satisfaction is expected to rise as a result of a more supportive and more clearly focused work environment, resulting in lower turnover. Happier and experienced staff will help the company provide superior customer service.

The public programs subsidiary of this major healthcare provider was faced with the challenge of growing its business in an environment of stiff competition during a period when its primary customer, the federal government Centers for Medicare and Medicaid, had announced a plan to consolidate providers to obtain greater scale of operations, better and more consistent quality, and cost economies.

The company is a provider of Medicare and Medicaid processing for five states, and was selected as a contractor for the Retiree Drug Subsidy. Even though the company has been successful competing for new and renewal contracts, its leadership felt the need to improve its demonstrated performance level as a way to differentiate itself. ISO 9000 certification was selected, but part of ISO 9000 is to mandate that all employees understand the company's quality objectives, business processes and desk procedures.

Solution Challenge

Successful implementation of such a quality program means storing hundreds of documents and communicating hundreds of process metrics.

Some of the challenges were:

- Educating staff to increase awareness of quality programs and in the use of quality improvement tools and techniques
- Engaging supervisors in the effort to manage quality and assuring them over time that resources will be provided to address quality issues
- Building a quality culture, assuring employees that their work life will improve
- Storing, securing, versioning, and viewing quality records and documents
- Accomplishing quality goals within the existing management structure with some staff support
- Creating a solution that is easily supported and easy for the audience to use.

The Solution

The solution was to create a company wide portal that can store and display quality records and documents. Encore Consulting recommend and implemented a Microsoft SharePoint Portal

solution. Accomplishments included:

- Install and configure Microsoft SharePoint Portal
- Create branding (Look & Feel) of the site.
- Create custom Microsoft Webparts to incorporate definition of companies process and measurements
- Display measurements results
- Train administrator to support the site
- Train users how to use the site

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