



## Health Care Leader Boosts Productivity and Maintains Focus with Automated Workflows

Upper Chesapeake Health (UCH) wanted to streamline operations to ensure continued high-quality patient care while growing the organization. UCH added Nintex Workflow 2010 to its Microsoft SharePoint Server environment so it could easily create automated workflow processes, such as identity life cycle management, employee evaluations and capital requests. Freed from manual processes, employees can now devote themselves to more valuable work which ultimately improves the health and well-being of the UCH community.

### Business Needs

In the world of health care, successful organizations must be able to comply with strict regulations, maintain advanced medical capabilities and equipment, keep costs down, and differentiate themselves from other providers. Upper Chesapeake Health (UCH) is the primary health care system

in Harford County, Maryland, in the United States. Its 2,700 team members and 550 medical staff physicians are dedicated to creating the healthiest community in the state. "At UCH, we use integrated technology solutions to solve business problems," says Rick Casteel, Vice President of IT at Upper Chesapeake Health.

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Upper Chesapeake Health

### Upper Chesapeake Health

**Company:** Upper Chesapeake Health  
**Website:** [www.uchs.org](http://www.uchs.org)  
**Country:** United States  
**Industry:** Health care

**Customer Profile:** Upper Chesapeake Health (UCH) is a not-for-profit, two-hospital system dedicated to educating and promoting the health of its growing community through integrated services, technologies, and programs.

**Business Situation:** UCH employee productivity suffered from cumbersome manual processes that slowed operations and made it more challenging to comply with patient privacy and security regulations and accommodate growth.

**Solution:** The organization adopted Nintex Workflow 2010, which works with its existing Microsoft SharePoint Server 2010 solution and gives UCH developers easy-to-use tools to automate complex processes.

### Benefits:

- Enhanced Employee Productivity
- Improved Operational Efficiency and Transparency
- Ease of Use

### Software:

- Nintex Workflow 2010
- Microsoft SharePoint Server 2010

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RJB Technical Consulting

One such problem UCH identified was its process for onboarding new employees and closing accounts and access when an employee left the organization. “We pay special attention to how we manage user access, provisioning, and de-provisioning to maintain patient privacy and system security,” explains Casteel. “We were complying with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other regulations, but doing so took an inordinate amount of IT staff time and attention.” UCH wanted to establish electronic employee identity life cycle management to shift the burden from its human to its technology resources. “We saw

that by automating account creation, deletion, and the steps in between, we could ensure that we handle the whole process in a consistent fashion, minimize the risk of human error, and free up IT staff for more valuable tasks.”

### Applying the Right Solution

UCH relies on a highly integrated Microsoft infrastructure that includes Microsoft SharePoint Server 2010, which it had used to automate a few workflow processes. As demand grew for more complex workflows, it became clear to Casteel and his team that UCH needed a dedicated workflow solution.

“We wanted a toolset that would complement our existing environment and that could be applied beyond employee on/off-boarding to solve challenges across UCH,” says Casteel.

When UCH turned to longtime partner RJB Technical Consulting for help in choosing and implementing the right product, RJB recommended Nintex Workflow 2010, which is built on SharePoint Server 2010. “RJB helped us understand that Nintex Workflow would not only answer our initial business need for identity management, but that it came with greater value for the investment,” says Casteel.

Russ Basiura, CEO at RJB Technical Consulting, adds: “My team leverages the capabilities that Nintex Workflow provides to limit our amount of development. Create once—and apply many capabilities—with import/export, snippets, and User Defined Actions help us deliver solutions to clients faster and more cost-effectively than by writing code.”

After conducting a smooth Nintex Workflow deployment for UCH, RJB developed the automated identity lifecycle management solution. RJB then transferred use of Nintex



Workflow to UCH internal developers, who responded enthusiastically to its intuitive drag-and-drop workflow designer and began creating subsequent workflows, including one for streamlining the employee evaluation process and another for tracking and approving capital requests. Just one valuable result is

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that UCH employees often do not realize their actions are part of an automated workflow because their tasks and alerts appear within tools they already use, such as Microsoft Outlook. “A lot of us at UCH live in Outlook all day long,” says Casteel. “We set up Nintex Workflow notifications so that employees receive initial alerts through email, with quick, easy instructions and an embedded link that launches them into SharePoint, where they can take action in another familiar environment.” UCH is developing additional solutions by using Nintex

Workflow, including one to enable self-service business intelligence reporting for employees throughout UCH.

#### What We Gained

UCH employees can now focus on their primary objectives, rather than on mundane manual processes. “The more opportunities we give employees to put their time and talents toward patient care, the better we can support the health of our community,” says Casteel. “Using Nintex Workflow and SharePoint Sever 2010 as an integrated foundation for business and clinical productivity helps us do just that.”

#### Enhanced Employee Productivity

As a result of the three new workflows already in place at UCH, employees in IT, HR, and other departments spend fewer hours on manual, labor-intensive tasks such as on-boarding. Now, someone in HR takes 10 minutes to fill out a single form and electronically submit it, which triggers the automatic provisioning of the new employee’s accounts for the UCH hospital information system and Microsoft Exchange Server/Outlook system, along with granting

appropriate badge-related access to areas such as the organization’s medication-dispensing system, labs, etc. The workflow also notifies the new employee’s manager and department director of the employee’s start date and populates the employee’s SharePoint user profile. “By deploying a Nintex Workflow, we’ve minimized the time, effort, potential for error, and frustration that used to be part of getting each new employee to a point of productivity,” says Casteel. “New employees can get right to work on day one.”

UCH also has found that adding Nintex Workflow delivered opportunity savings beyond just staff time savings. Continues Casteel, “I can now reassign network administrators, for example, from account creation to more strategic tasks that can have a greater positive impact on the UCH community, such as stabilization projects, upgrades, and implementation of helpful new technologies. We may not have been able to accomplish any of that if staff members were still consumed by their previous tasks.”

#### Improved Operational Efficiency and Transparency

The new UCH capital request workflow also saves time and frustration regarding financial allocations. “Every year, a dozen managers used to spend five days wading through a stack of paper six



feet high to make their decisions," says Casteel. Today, the request submission, evaluation, manager feedback, approval, and notifications all take place electronically. "Thanks to SharePoint and Nintex Workflow, we've saved our senior managers considerable time and frustration," continues Casteel. "Plus, departments asking for a new surgical eye laser, for example, have greater visibility into the process and responsiveness from decision makers, so they can plan accordingly, conduct their projects in a more timely manner, and complete them more economically."

That transparency also helps UCH with audits. "Health care is the second-most regulated industry and auditors like it when they see that

automated workflow solutions are being used," notes Casteel. "Basing our systems on employee electronic identities and automating our workflows helps us maintain system security and regulatory compliance without all the worry and effort."

#### **Ease of Use**

Of course, any IT solution is only as effective as its adoption rate, which is one of the reasons UCH chose Nintex Workflow. "The most successful IT projects are the ones that users don't even know you've done and we achieve that working with Nintex Workflow," says Casteel. "Workflow automation with Nintex Workflow helps UCH clinical and administrative employees alike be more effective in their jobs, without adding another system or the need

for training." For example, UCH has given its nurses, physicians, and all other employees easy self-help options such as password recovery. "Making employees self-sufficient not only improves their work life, but it also makes it possible for UCH to grow without adding IT overhead."

UCH developers are prepared to keep up with demands, having embraced their new workflow features. "Nintex Workflow 2010 is one of the easiest tools I've ever worked with," says Kevin Hipkins, Web Development Specialist at UCH. "I can do so much with it; it makes developing workflows fast and efficient and it's really simple to use."



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