



Industry

Healthcare

Size

460 employees

76 beds

Location

Dodgeville, WI

Departments Utilizing OnBase

Human Resources

“OnBase is far more than an HR system. It’s an organizational system. It can take away any and everyone’s filing cabinets.”

Troy Marx

HR Director, Upland Hills Health

Hospital reduces costs, secures employee files with hosted solution

The Challenge

Growing personnel files were cumbersome for Upland Hills Health. As more paper documents were added to employee files, the facility’s HR department couldn’t justify continuously spending money on paper and additional filing cabinets to store it.

However, like most technology purchases, cost was a factor when determining which document management company to partner with. When Upland learned that its health cooperative, the Rural Wisconsin Health Cooperative (RWHC), was willing to share its imaging system, the company knew it had found its solution.

That’s when OnBase transformed its HR department.

The Solution

Working with RWHC, Upland takes advantage of a shared service model that allows the hospital to use OnBase without buying client and web licenses or investing in servers. Instead, Upland uses a hosted version of the document management software that provides unlimited space for its ever-growing employee files.

Reduces costs and time spent filing, printing and searching for employee documents. OnBase makes it easy for HR staff to quickly find employee documents when needed. As new employees join the company, HR staff scan all of their files into OnBase, including I-9s, credentials and provider contracts. With employee information at their fingertips, HR staff instantly access needed documents electronically, allowing them to focus on higher value tasks.

Securely stores employee information, providing access only to those who need it. Using OnBase, Upland’s HR staff can limit user rights to specific documents and document types. That level of security is crucial to the hospital.

“We’re very restrictive with who knows what about our employees,” said Troy Marx, director of HR at Upland. “Quite frankly, we could have taken all of those employee documents and files, scanned them in as PDFs and made our own file management system, but the security behind OnBase was the component we needed.”

Decreases costs, increases executive buy-in for workplace enhancements

As a cooperative for 40 rural hospitals throughout Wisconsin, RWHC provides its members with a variety of resources to leverage within their organizations.

“Our goal is to help keep the services our hospitals provide effective and affordable,” said Darrell Statz, OnBase administrator and director of finance and support services at RWHC.

"The IT directors at these rural hospitals are experts in so many different systems – they don't need another one. So, to be able to outsource that ASP model of hosting is pretty attractive to them."

It's one of the reasons Upland implemented OnBase. And what closed the deal was the flexibility OnBase offered – it can be used to eliminate the same business pains in other departments throughout the hospital.

"OnBase is far more than an HR system," Marx said. "It's an organizational system. It can take away any and everyone's filing cabinets if we fully utilize it."

The Difference

Increases corporate buy-in: By implementing a shared service model, Upland takes advantage of a hosted solution, eliminating license and server costs.

Ensures document security: "It's a beautiful thing to be able to limit user rights to one document or document type," Marx said. "In the long run, OnBase will pay us huge dividends because of the way we provide access to information."

Eliminates paper expenses: "HR is our first area of focus because some of our personnel files were just getting to be huge," Marx said. "It didn't make sense to continue to load paper files and buy extra filing cabinets. It was a bad system and there was a better option available - OnBase."

Streamlines processes company-wide: Using OnBase, Upland has the ability to increase efficiency in other areas of the hospital over time. With one technology platform, the organization will continually digitize information and automate manual processes, allowing staff to focus on more important tasks and initiatives.

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