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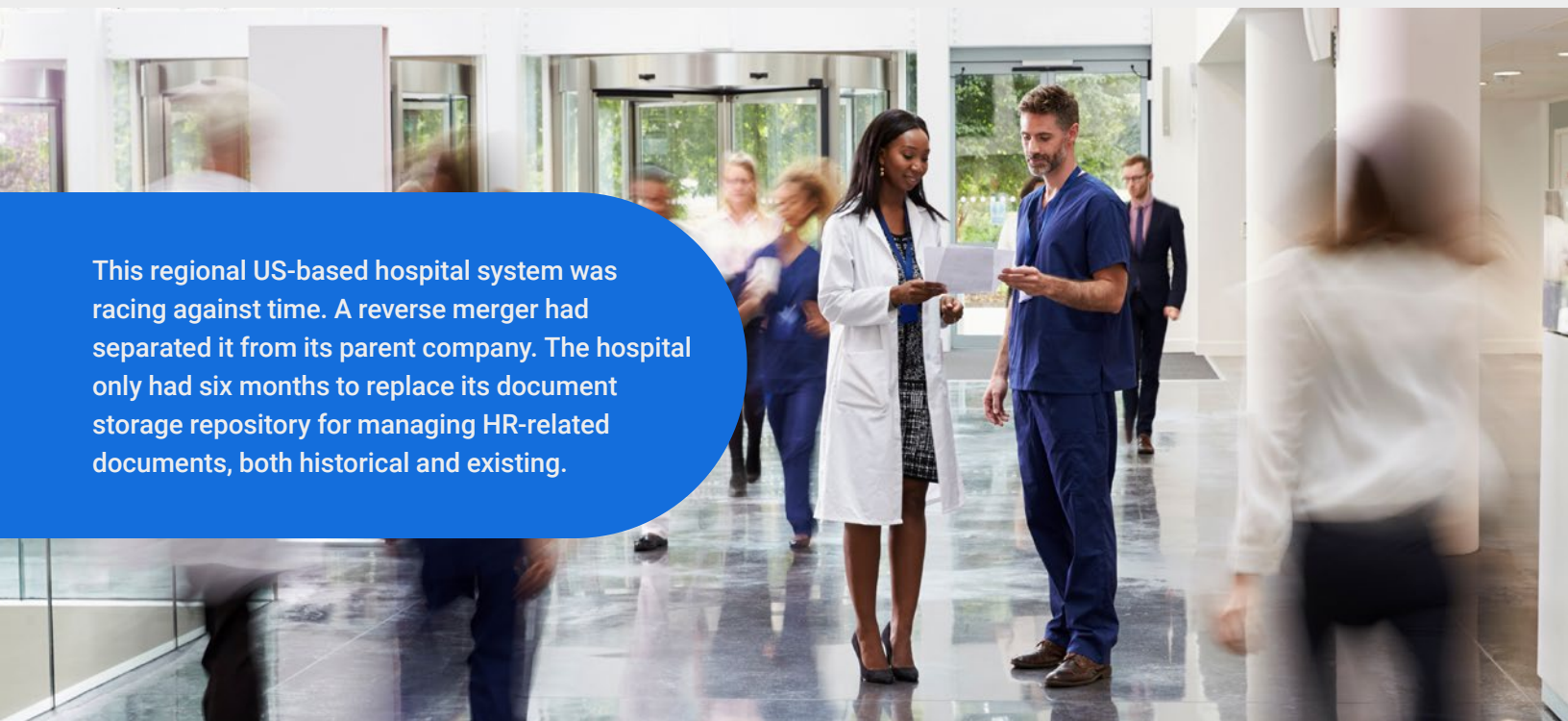
Five-Star Hospital Puts Care First:

Boosting the Employee Work Experience with Intelligent Document Processing

This regional US-based hospital system was racing against time. A reverse merger had separated it from its parent company. The hospital only had six months to replace its document storage repository for managing HR-related documents, both historical and existing.

A full-service, mid-sized regional hospital and referral center featuring progressive healthcare programs, services and technology across 25 state-wide counties. The facility employs 1600, with 350 physicians. It excels in emergency services, cardiology, neurology, oncology, surgical, obstetrical services and orthopedics, among numerous other specialties

KnowledgeLake

> "Integration with workday, which contains basically all our master information about active employees was a huge benefit."
>
> IT Senior Analyst

KEY CHALLENGES

- Time-consuming onboarding and employment verification processes

- Data stored in silos, spread across multiple systems that weren't integrated

- Tracking multiple document types simultaneously

- Tight six-month deployment timeline

OUTCOMES

Time saved on key everyday tasks.

Hospital HR employees shaved 10 to 15 minutes from employee onboarding, and 2 to 4 hours on internal job changes.

Quick implementation and launch.

Because KnowledgeLake is an overlay to existing systems rather than a full "replacement," it was implemented in only five months, beating the hospital's deadline by a full month.

Minimal employee training.

Employees learned how to use the platform in just a few days because they were working within a familiar interface.

Seamless integration with other systems.

KnowledgeLake integrated seamlessly with the in-house employee management software, Workday.

The integration enables easy and automated information sharing via Azure and SQL.

Highly secure solution.

Azure's integration with the KnowledgeLake SaaS platform made the security and isolation of the solution easier than ever. There was no concern about edge devices and firewalls. Everything was securely managed within Azure itself.

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A Hospital HR Team Finds That Necessity Can Be the Mother of Innovation

A reverse merger separated a Midwestern hospital from its corporate parent. Among the changes wrought by this separation was the need for the hospital to find a new way to manage documents—especially HR and employee-related documents. And the change had to happen quickly, in less than six months.

For the hospital's HR team, it was an opportunity to eliminate many of the time- consuming tasks and bottlenecks that had burdened them for so long. Any new system would have to serve as far more than a document repository.

The HR team sought a comprehensive solution for electronic document management that would allow them to:

- Easily scan, store and search all documents for hiring, certification, licensing, employee onboarding and offboarding and termination

- Accept multiple document types and subtypes Customize the system for new and evolving use cases

- Scale the system as they grew

Another critical aspect of the project was making sure that the new solution integrated seamlessly with the hospital's existing Microsoft Azure infrastructure.

All of this, and the system had to be cost-effective, quick to deploy, and simple enough for any non-technical employee to use.

Cloud–Native SaaS Platform Offers Ease of Use and Flexibility

The hospital HR team chose to unify multiple, siloed document management systems with KnowledgeLake's cloud platform.

KnowledgeLake proved to be the cost-effective solution that leveraged existing Azure infrastructure to store documents. It also required no additional capital infrastructure to deploy.

KnowledgeLake now houses the hospital's 80,000 HR documents in a single, fully searchable cloud-based HR repository that's available 24/7.

As the use cases on the following page illustrate, KnowledgeLake met the many requirements of the hospital's HR team, and gave the department a better way to work.

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USE CASES

With the KnowledgeLake cloud platform, the hospital will continue growing and hiring employees with a dramatically streamlined approach to document management. Benefits include:

Faster, Easier Employee On–boarding

Finding new employee paperwork used to be a tedious scavenger hunt. Now, it can be accomplished with a single mouse click. Rather than searching for each document by hand, HR professionals now visit a single pre-filled search page. The page pulls data from across the business and displays all the employee documents, including certifications, licenses, evaluations, and more in one place. This saves HR team members 10-15 minutes each time they onboard a new employee.

Faster Employment Verifications

Employment verification had always been a challenge for the HR team. They needed to search multiple systems to verify employment dates, salaries and other information. Gathering the data often required multiple phone calls and took up to an hour. Now, when HR gets a call asking for a background check for a loan, salary or employment verification, teams can locate and verify with a few clicks and a single call. This has enhanced the customer experience for all.

One Click Information and Document Search

Prior to the KnowledgeLake implementation, employee information was dispersed across Workday and multiple HR systems. This meant HR teams had to scour multiple databases every time they needed information about an employee for annual reviews, benefits queries or internal job applications. Placing KnowledgeLake's "Magic Button" inside their HR system has removed the need for employees to search and navigate portals. Teams can now find any document with a single click, thereby expediting the whole process. HR reports that this shift saves 2-4 hours each time an employee is being evaluated for an internal job change.

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