Samaritan Health Services

Samaritan Discovers Hidden Issues with Panviva

Challenges

- Speed of Information retrieval
- Out of date information
- Timely access to information
- Inconsistent communications
- Employee job satisfaction

Benefits

- Department-wide re-organization of information
- Discovery and scoping process uncovered hidden process, policy and staff issues
- Increased job satisfaction
- More timely dissemination of information
- Increased operational efficiencies
- Improved employee productivity

Information Retrieval Goes from Ghastly to Great

Samaritan Health Services is at the forefront of delivering health care in a fundamentally different way, focusing on broad access to high-quality services in a cost effective manner. To do this, Samaritan uses a team approach designed to foster good health through healthy lifestyle choices, timely preventive services and a supportive environment.

Slow and getting slower is the way Ruby Castañeda, Manager, Service Operations described the state of information retrieval at Samaritan Health Plans. Relaying primarily on SharePoint for information access and email for updates and announcements had created process and staff issues within the growing Samaritan Health Plan organization. More importantly, the existing flawed systems were beginning to impact the quality of customer service.

Although not actively looking for a new solution, Ms. Castañeda was intrigued when she received a sales inquiry from Panviva. After testing the product, and seeing how Panviva could dramatically improve information retrieval, Samaritan Health Plans bought in.

It was once the implementation process began that Samaritan got its real surprise. The discovery and scoping process that is a standard part of Panviva integration revealed a department with hidden performance issues and a few process "time bombs."

"We didn't realize the issues that we had in the department before Panviva. Seasoned staff were still using processes that were old and did not make sense anymore. This would have unraveled down the road. Discovery made us look at everything all at once," explained Castañeda.

Through its discovery and scoping processes, Panviva's cloud-based performance software produces an inventory of all content, information and processes to create a relevant data repository and contextual search that optimizes workflow and tasks. Among the issues that Samaritan discovered were outdated workflows, lack of clear procedural direction and misperceptions between the staff and management team.

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> — *Ruby Castañeda, Manager, Service Operations, Samaritan Health Plans*

The biggest benefit Samaritan has seen with Panviva is a significant increase in operational efficiency. "Within the department things have been great. We are far more efficient than we have ever been. It is so much easier to send out notifications and know the staff received it," Castañeda said.

With Panviva, staff productivity and morale have both improved. "We've had lots of positive response. People are trusting the system more and more. Communication with other departments like account management are better. Hands down Panviva is way better (than what we had before)," Castañeda noted.

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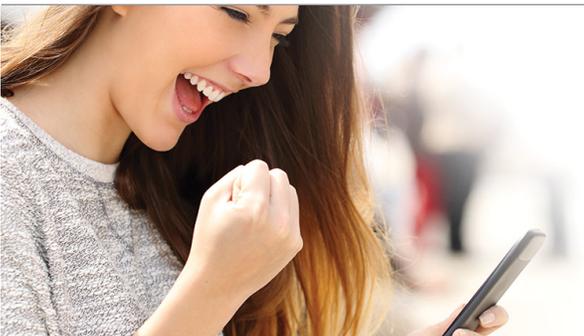>
> —Ruby Castañeda, Manager, Service Operations

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