

CASE STUDY

Protecting Privacy and Saving Time with HR Document Management

The Challenge

With more than 7,000 employees and over 30 locations across multiple counties, Summa Health is one of the largest integrated healthcare delivery systems in Ohio.

Summa's HR team is charged with managing documentation across a network of hospitals, community-based health centers, a health plan, a multi-specialty group practice, an accountable care organization, research and medical education, and a foundation, all with variable levels of staffing and a range of mission-critical certification types for employees. Historically, physical HR files were moved or shared across locations via interoffice mail, increasing the risk of missing or incomplete files.

Employees spread across many different types of facilities

Summa Health has thousands of employees in several different types of healthcare organizations making it more complicated to manage files, certifications and compliance.

Differing levels of localized HR support at different types of locations

Not all locations throughout the organization have the same level of HR support, so implementing a digital solution allowed for standardization of processes regardless of local personnel resources.

Wide range of certification requirements for different types of employees

The differing types of healthcare delivery organizations means Summa Health has different types of employee certifications to monitor and manage.



The Solution

Digital HR Files Save Time and Improve Compliance

Summa Health turned to Access' CartaHR for help with managing its wide-reaching HR file management needs.

Industry	Location
Healthcare	30 in multiple counties
Employees	Solution
7,000	CartaHR



"We've been extremely pleased with CartaHR. Customer service has been excellent, and the platform itself is extremely user-friendly, making it easy to share and manage employee files across multiple locations."

Stacie Novosel

System Director for Compensation and HRIS
Summa Health

Move away from physical transport of files reduces risk of inadvertent employee PII disclosure

The transition to digital HR files eliminated the need to transport physical HR files between locations, mitigating the risk of accidental disclosure of highly sensitive employee personally-identifiable information.

Digital platform makes it quick and easy to share files across locations, regardless of resource constraints

HR business partners in the field can upload HR files directly to a centralized location, allowing authorized users to securely access and share employee HR files in real time and reduce the risk of lost files.

Additional layer of compliance protection for certifications and core HR documentation

The CartaHR reporting dashboard makes it quick and easy for the Summa HR team to identify and remediate incomplete, missing or out-of-date professional certifications and other key HR documentation, providing an additional layer of compliance protection.

About Access

Access is the largest privately-held records and information services provider with operations across the United States, Canada, Central and South America. Access enables clients to better manage their information, control their risks and transform their businesses. Access' comprehensive suite of information governance services includes records storage and information management in physical and digital formats, data protection, secure destruction, scanning and digital document conversion, and data breach reporting services as well as CartaHR, Access' cloud-based HR document management software.

To find out how Access and CartaHR can help your business, contact our team today at 1.877.345.3546

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