Geisinger

Company: **Geisinger**

Industry: **Health Care**

A HEALTHIER APPROACH TO HEALTH CARE COMPLIANCE

Geisinger Health Plan, a not-for-profit health maintenance organization (HMO), serves the health care needs of members in Pennsylvania, Delaware, New Jersey, Maine and West Virginia. Begun in 1985, the Health Plan has steadily evolved into one of the nation's largest rural HMOs by providing high quality, affordable health care benefits.

CHALLENGE

Geisinger faced a major problem: they had an antiquated system in place to help them track compliance issues. In the face of mounting HIPAA regulations, this was an oversight that had to be corrected immediately and without error. As they searched for the right solution, their record keeping relied on spreadsheets that limited the ability to track and share data. This caused problems with redundancy and manually entering crucial information. As a stop gap, they were forced to shoehorn their processes and workflows into off-the-shelf software. Consequently, nothing worked as efficiently as it could and their productivity suffered.

Our QuickBase solution helps us to quickly identify deficiencies, manage metrics in real time and improve overall performance.

— Keith McCree, Chief Compliance Officer

SOLUTION

VeilSun worked with Geisinger to create a QuickBase app that was customized to their workflow and processes that allowed their external users to report, assign and track tasks related to compliance issues. Besides improving their HIPAA-compliant solution, the QuickBase dashboards facilitated easy sharing of critical data. Best of all, the customized app helped them turn existing processes into a more efficient workflow.

✔ **QuickBase app**

✔ **QuickBase Dashboards**

✔ **Custom app**

RESULT

Implementing a system that sped up their ability to respond to compliance issues was essential to their business. Their QuickBase solution not only helped Geisinger work faster, it also helped them realize dramatic cost savings, allowing them to replace two $100K+ compliance management systems (Metarags and Compliance 360) for a fraction of the cost. It also improved collaboration and communication across the enterprise. Now, they're able to monitor and measure more than 200 compliance metrics in real-time while seamlessly managing 15 processes within the application, ultimately allowing for better productivity.

✔ **Drastically sped response to HIPAA issues**

✔ **Saved $100,000 on "out-of-the-box" software which wouldn't work well for them**

✔ **One-stop collaboration from issue discovery to corrective actions**