

Hospital Sisters Health System realizes enhanced security and efficiency with BoardEffect

Hospital Sisters Health System case study

Organization overview

Hospital Sisters Health System (HSHS) is a multi-institutional health care system comprised of 13 hospitals and an integrated physician network across Illinois and Wisconsin. Guided by Franciscan health care ministry values – respect, care, competence and joy – HSHS is committed to delivering high-quality, compassionate and cost-effective patient-centered health care to all who seek it. HSHS serves millions of residents in rural and mid-sized communities throughout both states.

HSHS is sponsored by Hospital Sisters Ministries, a Public Juridic Person, which serves as the Members of HSHS. The HSHS Board of Directors, also referred to as the system board, along with approximately 30 subsidiary and affiliate boards in various regions set the strategy and govern the operations of more than 1,000 physicians in the two-state integrated network.

Dani Glascock, System Director of Governance, is responsible for ensuring the system, subsidiary and affiliate boards operate efficiently with the highest level of security and confidentiality.

The challenge

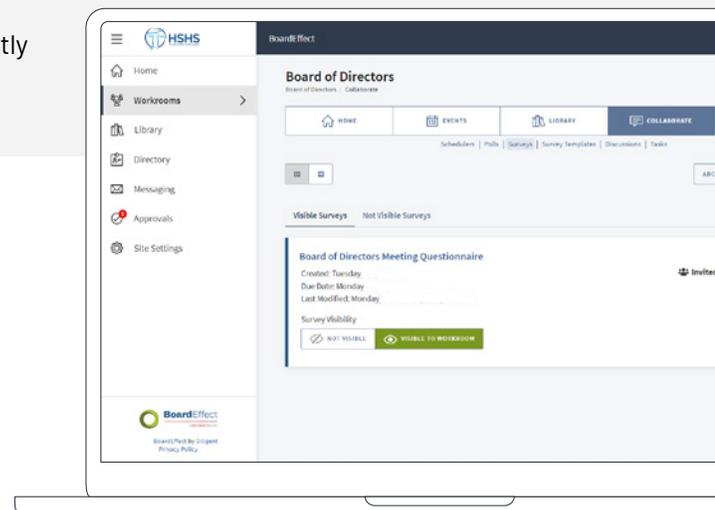
An outdated, homegrown governance system

As HSHS's leadership team and the system board began to evaluate and modernize its governance structure to facilitate more effective decision-making throughout the health care system, they realized a more robust and efficient board management solution would be invaluable.

Organization: Hospital Sisters Health System (HSHS)

Industry: Health care

Location: Illinois and Wisconsin



Prior to using BoardEffect, HSHS relied on an archaic, homegrown system that not only was cumbersome and complicated, but extremely time-consuming. For example, posting board documents to the portal required navigating through three different websites. Supposedly simple tasks, like adding new board members, could not be done easily without referring to the instruction manual.

Even more challenging was the time spent and expense of preparing physical binders for all board and committee meetings. Preparing the binders was a major task given everything was handled manually. "It would take about two days to collect and organize documents and finalize a meeting packet," Glascock explains.

Often after finalizing documents, the executive assistants would need to make last-minute revisions, resulting in even more expense for both labor and printing. The cost of producing and mailing binders – typically overnight – was substantial, highlighting the need for a more efficient solution.

The pandemic also shifted the landscape as remote work became the norm. This demonstrated the need for a proven board management solution that would be easy-to-use, accessible from any mobile device, and offering board members and staff useful features.

The solution

Fail-safe security and streamlined operations

Within a short period of time, the leadership team, executive assistants and board members saw the immense convenience and benefits of BoardEffect. At first, a few new users were somewhat resistant, but this passed quickly once they saw BoardEffect's breadth of features and how easy the platform was to navigate.

The standout feature was the platform's enhanced security. This was especially critical when HSHS experienced an organization-wide cyber-incident lasting 15 days. "We lost all of our systems, including the internet and phone services and had to rely on runners to deliver binders with [sticky notes] throughout our hospitals," Glascock said.

Despite losing these vital services, the governance team and directors could still function because BoardEffect

"BoardEffect has been a game-changer for us. Having everything in one place has made our board's work so much easier and more efficient."

Dani Glascock

System Director of Governance,
Hospital Sisters Health System

"During the cyber-incident, BoardEffect was secure and reliable. Knowing we could access it while everything else was down gave us a great sense of security."

Dani Glascock

System Director of Governance,
Hospital Sisters Health System

was unaffected by the breach, remaining accessible and operational throughout the crisis. Board members could retrieve important information securely and communicate confidentially with other directors throughout the HSHS network. "Everything else was down, but BoardEffect was our secure, reliable platform," Glascock adds.

BoardEffect has also streamlined board meeting processes making the directors and governance team even more productive. Board books and agendas can now be compiled and disseminated online quickly while board members can discuss and respond to issues through secure messaging. The need for continuous oversight and manual distribution of materials was eliminated with BoardEffect.

The results

Greater efficiency and security

BoardEffect continues to bring significant benefits to HSHS's governance team and board of directors. The fear of security issues impacting the board's ability to make critical decisions has been minimized. Members can count on secure and confidential access to all information on the platform from the road, office or any device.

As HSHS continues to leverage BoardEffect, they are delighted with the Workrooms feature which enables subsidiary and affiliate boards and committees to have their own confidential and secure spaces to collaborate, review documents and discuss matters pertinent only to them. "Workrooms help keep everything organized, ensuring that sensitive and necessary information is available only to those that need it without overwhelming them with extraneous details," Glascock says.

Another convenient BoardEffect benefit that is highly regarded by the HSHS users is centralized access. Everything that matters is in one place – from bylaws, board agendas and meeting minutes to reports, educational material and official documents. Even emails for tracking and verification purposes are available on the platform.

Glascock experienced this benefit first-hand: During a time when an executive assistant was unable to work due to an injury, Glascock was able to step in and

launch the necessary board packet from BoardEffect without delay.

The agenda management feature on BoardEffect also cuts the time it takes to produce board materials, helps manage agenda updates and approvals, offers tools for collaboration, and provides meeting book templates to save time on future meeting preparation. This all adds up to greater efficiency.

Glascock and the HSHS governance team plan to use BoardEffect's many other features such as the surveys and polls functionality or the calendar application. "We're taking baby steps, but we think BoardEffect is phenomenal," she says. She encourages every organization that is using outdated board management software to act quickly. "It will make your life so much easier," she adds.



Trusted security during cyber crisis



Eliminated manual binder prep and distribution saving time and money



Centralized and secure access for essential documents



Efficiency gains for faster decision-making

About BoardEffect

BoardEffect provides innovative boardroom technology to nonprofit organizations. As a Diligent brand helping to serve over 14,000 mission-driven organizations, we empower boards with the tools to drive positive change. Our secure board management software helps to streamline operations, enhance governance practices and enable confident decision-making. With BoardEffect, mission-driven organizations can unlock potential, accelerate mission delivery and make a lasting impact in their communities.

BoardEffect

sales@boardeffect.com

United States

+1 800 961 6429

United Kingdom

+44 208 819 7320

Australia

+61 1300 731 253

South Africa

+27 21 205 1491