

How Grand Erie Public Health Modernized Board Operations with eScribe

From fragmented workflows to standardized excellence, eScribe paved the way for efficiency and simplicity.

A Fragmented System in a Time of Growth

When Julia Farrugia stepped into her role as Board of Health Clerk and Privacy Officer at Grand Erie Public Health, she inherited more than just responsibility; she inherited a manual meeting process prone to inconsistencies and inefficiencies – not to mention plenty of room for error.

“At that time, we were just using Word documents to compile agendas and minutes,” Julia recalled. “Formatting was all over the place—bolding, spacing, styles. It was a nightmare.”

To make matters more complicated, Grand Erie Public Health had recently undergone a major merger, expanding its reach from Brantford and Brant County to include Haldimand and Norfolk Counties. With more committees, more members, and more meetings, the cracks in the old system became impossible to ignore.

“Once everything was finalized [for meetings], I’d have to manually PDF each report, drag them into the correct order, and hope I didn’t make a mistake. It was inefficient and left too much room for human error.”

A Familiar Solution with Proven Results

Julia had used eScribe at a previous organization and knew it could solve these issues. And as luck would have it, her CEO had just met with an eScribe representative and asked if she was familiar with the platform.

“I was like, ‘Yes! We need it!’ Luckily, I didn’t have to fight for it—everyone was on board immediately. Many of our board members and staff had used eScribe in their past roles, so there was already trust in the system.”

Because of this collective familiarity, implementation was smooth, with minimal resistance and a strong sense of momentum.

- Consistent, professional agendas that take less time to create
- No more manual PDF headaches
- Fast, friendly support – every time
- Modern, intuitive interface (with more to come!)

Time Saved, Errors Reduced, Standards Elevated

Since implementing eScribe, Grand Erie Public Health has seen dramatic improvements in both efficiency and professionalism. Agenda creation, which once took up to an hour of anxious cross-checking, now happens in minutes.

"I trust the process now," Julia said. **"I'm no longer double-checking every little thing. Everything is centralized in eScribe,** so there's no more hunting for the latest version of a Word doc or worrying that I uploaded the wrong report."

And it's not just the internal team benefitting. Julia emphasized how eScribe will eventually allow board members to access materials in a consistent, secure, and organized way.

Support That Goes Above and Beyond

Behind every smooth digital transition is a responsive support team—and eScribe's stood out.

"I've had issues at 5 p.m. on a Friday, and someone still called me immediately to help," Julia shared. "Tosca, our onboarding lead, even replied when her out-of-office was on. We had weekly check-ins, and even when we didn't have a pressing issue, she stayed engaged."

The experience was further enriched by field support: "Ethan even came to meet me in person. That kind of attention made a huge difference."

Looking Ahead

When asked about eScribe's actual user interface, Julia remarked, **"It's modern and intuitive. The interface alone makes everything easier.** And the new features coming soon will be game-changing."

Julia is especially excited about the upcoming Microsoft 365 for Document Collaboration feature, which will enable web-based document editing and collaboration, eliminating frustrating document lockouts and version control hassles.

We'd Recommend It 100%

When asked what she'd say to other public health boards still debating whether eScribe is worth it, Julia didn't hesitate: "It's professional, intuitive, and makes everything more efficient. Even for a small board like ours, the value is there. **Compared to the cost, the return in time saved and risk reduced is incredible. I'd recommend it 100%.**" And if someone were to take away eScribe from her tomorrow? "I'd be upset, and I'd want to know why! Because it's a great tool, and it's absolutely worth keeping."

Ready to See What eScribe Can Do for Your Public Health Board?

If you're still relying on manual processes to manage your board or committee meetings, you're not alone—but there's a better way. Learn more about eScribe by [downloading our brochure](#) or [booking a personalized demo](#).