

BMS

BROWNSVILLE MULTI SERVICE
FAMILY HEALTH CENTER



OVERVIEW

For the last 45 years, Brownsville Multi-Service Family Health Center (BMS) has delivered comprehensive healthcare and community development programs to the deprived population of East New York. BMS aims to support every community member in achieving lifelong wellness and lasting positive change.



THE PROBLEM

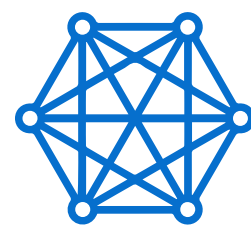


DEPENDENCE ON PHYSICAL DOCUMENTATION

When they came to us, BMS was extremely dependent on paper documents. In most cases, the finance department was the one receiving these documents, and the other departments were the ones creating them.

BMS was spending too much time and money on creating and storing all of these documents. This slowed the organization down and led to numerous inefficiencies.





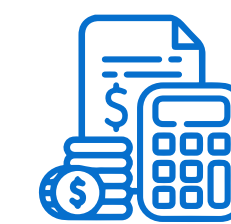
COMPLEX APPROVAL PROCESS

The greatest inefficiency was the payment request process.

A person requesting payment had to submit a “Check Request” form. This form then needed to be sent through multiple departments, going through seven different steps before it could be approved by the finance team.

Over the course of the whole process, there were five different points where documentation could be lost, delayed or forgotten. If, at any point in the process, documentation went missing, the person requesting payment would have to start over!

This process created numerous risks for BMS. It was a frustrating experience for employees. And sometimes, items that needed to be purchased were delayed for several weeks.



OVERBURDENED FINANCE DEPARTMENT

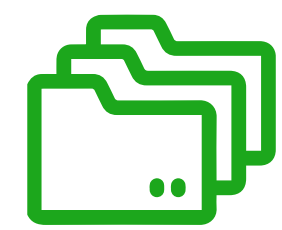
The final recipient of most of the documentation was typically the finance department.

This meant that finance was typically receiving between 2,500 and 5,000 documents every day, each of which needed to be processed and stored appropriately.



THE SOLUTION

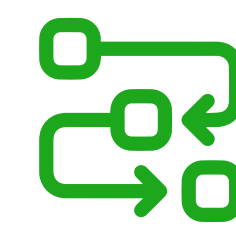
Using DocPlace, we created an automated process whereby BMS could manage their documents in the cloud. This process streamlined BMS' operations, since each step automatically triggered the subsequent step once completed.



SIMPLER STORAGE AND RETRIEVAL

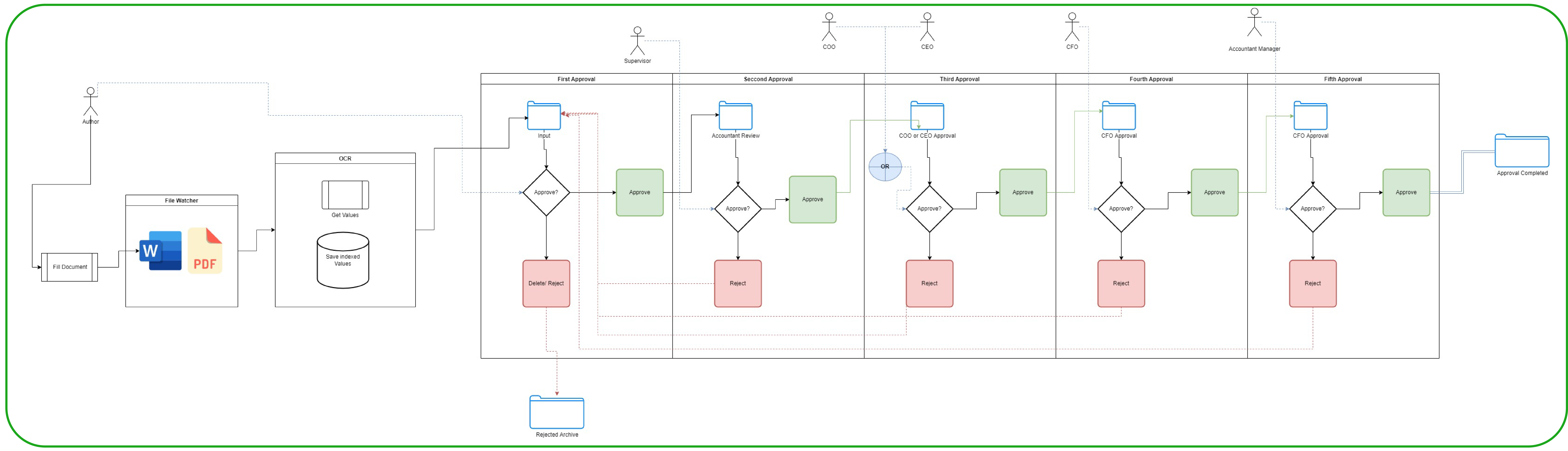
By digitizing BMS' documentation system, we helped them save a vast amount of time and money on storage.

Missing documents could now be found easily, since they never left the cloud. BMS was able to sort documents by type, upload them in bulk, and share them only with employees who had the necessary permission level.



CUSTOM CHECK REQUEST WORKFLOW

DocPlace also designed a custom workflow specifically for BMS' check request process. Notably, this workflow eliminated the possibility of documents getting misplaced partway through the process. The workflow can be seen below.





IMPROVED COMPLIANCE

Additionally, we helped BMS re-organize their manual repository. Through better indexing and limiting access appropriately, HBS ensured that they were acting in line with their privacy policy, HR regulations and HIPAA.

Since DocPlace's technology can automatically scan, migrate and organize documents, this means that future documentation will be put into this more orderly system automatically saving BMS a huge amount of time.






THE RESULT

By partnering with DocPlace, BMS has been able to streamline their operations considerably. Digitizing their documentation has reduced the chances of paperwork getting misplaced through human error, made it easier to sort records, and reduced the burden on staff.

What's more, these changes make it easier for BMS to keep their data secure, ensuring that the organization stays compliant with regulations going forward.

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