

Access

One Source of Truth: Centralizing HR Files for Smarter Healthcare Operations



The Challenge

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

Historically, most of their HR files were retained in physical form. When documents needed to be moved or shared across locations, they used interoffice mail, which posed security concerns and increased the risk of missing files. Thus, the effort needed to track, store, share, and secure employee documents was a major point of stress for the HR team.

The Solution

It was clear that Summa Health needed to transition to a digital system for managing its wide-reaching HR file management needs, and they turned to Access for help. Through implementation of Access' document management software, they were able to facilitate better access, security, and collaboration.

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

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



About Summa Health

Industry Sector

Healthcare

Location

30+ across Ohio

Company Size

Enterprise,
7,000+ employees

The Results

With one central repository for managing all HR documentation, file sharing no longer caused security and compliance concerns. The need to transport physical documents between locations was a thing of the past. The HR team was also able to implement access controls and permissions within the new platform, further reducing the risk of inadvertent employee PII exposure.

Now that sharing a document no longer requires a drive across town (or across the state), efficiency and collaboration have increased. The HR team can complete their job duties much easier and faster, and processes are standardized across locations.



We've been extremely pleased with Access. Customer service has been excellent, and the [document management] 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**

About the Company

Access is the largest privately held records and information management services provider worldwide, with operations across the United States, Canada, Central and South America. Access provides transformative services, expertise, and technologies to make organizations more efficient and more compliant. Access helps companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions, document management software, and secure destruction services. Access has been named twelve times to the Inc. 5000, the ranking of fastest-growing private companies in the U.S. All trademarks, service marks and company names are the property of their respective owners.