



# Healthcare leader boosts productivity with automated workflows from Nintex

Nintex turns HR onboarding into a breeze for University of Maryland Upper Chesapeake Health.

**Organization**

University of Maryland  
Upper Chesapeake Health

**Website**

[www.umms.org/uch](http://www.umms.org/uch)

**Industry**

Healthcare

**Country**

United States

**Business situation**

UCH employee productivity suffered from cumbersome manual processes that slowed operations and made it more challenging to comply with patient privacy and security regulations and accommodate growth.

**Solution**

The organization adopted Nintex Workflow 2010, which works with its existing Microsoft SharePoint Server 2010 solution and gives UCH developers easy-to-use tools to automate complex processes.

**Benefits**

Enhanced employee productivity  
Improved operational efficiency and transparency  
Ease of use

# Putting time and talent back into patient care

Upper Chesapeake Health wanted to streamline operations to ensure continued high-quality patient care while growing the organization. UCH added Nintex Workflow 2010 to its Microsoft SharePoint Server environment so it could automate workflow processes, such as identity lifecycle management, employee evaluations and capital requests. Freed from manual processes, employees can now devote themselves to more valuable work that ultimately improves the health and wellbeing of the UCH community.

## **Upper Chesapeake Health's Mission**

In the world of health care, successful organizations must be able to comply with strict regulations, maintain advanced medical capabilities and equipment, keep costs down and differentiate themselves from other providers. Upper Chesapeake Health is the primary health care system in Harford County, Maryland, in the United States. Its 2,700 team members and 550 medical staff physicians are dedicated to creating the healthiest community in the state.

# Manual onboarding takes “inordinate” amount of staff time

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— **Kevin Hipkins**, Web Development Specialist  
UCH

UCH’s process for onboarding new employees and for closing accounts and access when an employee left the organization complied with the Health Insurance Portability and Accountability Act of 1996 and other patient privacy and system security regulations. However, it took “an inordinate amount of IT staff time and attention,” says Rick Casteel, Vice President of IT at Upper Chesapeake Health. UCH wanted to establish electronic employee identity lifecycle management to alleviate the burden to its technology resources.

“We saw that by automating account creation, deletion and the steps in between, we could ensure that we handle the whole process in a consistent fashion, minimize the risk of human error and free up IT staff for more valuable tasks,” Casteel says.

# Less time on taxing administration, more time on patient care

UCH's developers responded enthusiastically to Nintex Workflow's intuitive drag-and-drop workflow designer and began creating subsequent workflows, including one for streamlining the employee evaluation process and another for tracking and approving capital requests. UCH employees often do not realize their actions are part of an automated workflow because their tasks and alerts appear within the tools they already use, such as Microsoft Outlook.

"The more opportunities we give employees to put their time and talents toward patient care, the better we can support the health of our community," Castell says. "Using Nintex Workflow and SharePoint Server 2010 as an integrated foundation for business and clinical productivity helps us do just that. I can now reassign network administrators, for example, from account creation to more strategic tasks that can have a greater positive impact on the UCH community, such as stabilization projects, upgrades and implementation of helpful new technologies."

Of course, any IT solution is only as effective as its adoption rate, which is one of the reasons UCH chose Nintex Workflow.

"Nintex Workflow 2010 is one of the easiest tools I've ever worked with," says Kevin Hipkins, Web Development Specialist at UCH. "I can do so much with it. It makes developing workflows fast and efficient and it's really easy to use."

## **About RJB Technical Consulting**

RJB Technical Consulting is a SharePoint community leader out of Philadelphia that specializes in Microsoft SharePoint solutions and services. We know firsthand that Microsoft SharePoint brings teams together through enhanced collaboration and streamlined document management. By utilizing our industry and technical knowledge, you can rest assured your SharePoint solution will do just that and more, moving your business forward.

## **About Nintex**

Nintex is the global standard for process management and automation. Today more than 8,000 public and private sector clients across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes. Learn more by visiting [www.nintex.com](http://www.nintex.com) and experience how Nintex and its global partner network are shaping the future of Intelligent Process Automation (IPA).

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