



CASE STUDY [HEALTHCARE]



**St John**

---

**St John is the largest primary care provider in New Zealand and provides emergency ambulance service to nearly 90% of New Zealanders.**

---

## Business Benefits

Improved staff induction and training

Staff members have a defined and documented set of processes to follow – there is no grey area

Continuous live updates and improvements to processes

Processes are now relevant to workflows and accessible to staff anywhere, anytime

Simplified accreditation process

St John provides a range of care-related community and commercial services, including medical alarms and an emergency telephone response service to at-risk individuals nationally through their Telecare and Home Health division.

The Telecare division is charged with installing thousands of medical alarms in the homes of clients who have a diverse range of medical and other needs across the country. It then monitors the alarm through a 24-hour telephone service staffed by consultants who triage distress calls to ensure an appropriate response.

The key driver for the implementation of Nintex Promapp was the consolidation of four regional business units under a national umbrella.

'We all operated under the same brand but were not entirely consistent. We recognized a real need to ensure a consistent customer experience if we were going to outstrip the competition and be the best in the market. The best way to achieve this was through a common set of processes,' explains William Hughes, National Telecare and Home Health Manager.



## Practical and efficient solution.

Added to this pressing driver was an upcoming requirement for a significant segment of the healthcare industry to gain accreditation in order to become an approved government supplier – a process that called for an independent audit of processes.

A number of features set Nintex Promapp apart. One was its track record internally – it had been trialed for the ambulance operations part of the business so it was already familiar. The primary reason was its online tablet application – the easiest, most practical and cost-effective way to adequately support a team of some 60 roving field officers.

**‘Nintex Promapp was the tool we used to ensure our processes were up-to-date, compliant and fully available for auditors to review for accreditation. All they had to do was open Nintex Promapp online which made this whole part of the accreditation easy and seamless.’**



**‘We looked at other online hub-based applications, but in terms of usability and the ability to mesh and meld with our real operational needs, Nintex Promapp was it.’**

**WILLIAM HUGHES**

National Telecare and Home Health Manager  
St John

ANDREW  
AMBULANCE

Copyright Nintex Promapp™



## Quick staff buy-in after implementation.

St John assigned three promasters to champion the updating and migration of all their business processes to Nintex Promapp, under close guidance from the Nintex Promapp support team. Each was selected from a key business area to ensure the relevance and accuracy of the work concerned.

'Step one after assigning the promasters was for them to consult with managers and end users to develop a first cut. From that point, there was plenty of testing, refinement and improvement. Within six months we had strong adoption. Because Nintex Promapp enables us to track access and use, we were confident that the system was affecting the kind of behavioral changes we wanted,' proclaimed Hughes.

Hughes identified a number of key benefits from having processes that are current and available to all staff, whenever and wherever they need them. Prior to Nintex Promapp's introduction, processes were in place but they were not live and accessible. The result, over time, was a wide spectrum of something that looked like a single process but, because of variations made to it over time by different individuals, was not.

Retraining and relearning, rather than just translating old processes into the system, was a key part of the Nintex Promapp implementation and migration. This has provided a valuable opportunity to improve processes across the entire business, so they are more effective and more relevant.

St John now has full confidence that new staff members have a defined and documented set of processes to follow. There is no grey area. This has improved induction and training of new staff.



---

**'The key improvements are in agility and availability. Processes are now relevant to our workflows and accessible to staff anywhere, anytime. Nintex Promapp has enabled our processes to become a living, integral part of our business operations.'**

---

# About us

Promapp is now part of Nintex. We believe that expressing and managing process knowledge simply is crucial to sustaining an ongoing culture of process improvement. With our intuitive and powerful cloud-based process management and automation capabilities, used by 8,000+ organizations worldwide, our customers and partners can easily manage, automate and optimize business processes with clicks not code.

Sign up for a [30-day free trial](#) or [join an intro webinar](#) to see Nintex Promapp, the process platform teams love to use, in action.

## Connect with us.

[promapp.com](http://promapp.com)



### NINTEX BELLEVUE

---

10800 NE 8th Street, Suite 400,  
Bellevue, WA 98004  
United States  
P: +1 (425) 324 2400  
F: +1 (425) 458 0105

### NINTEX IRVINE

---

1 Post, Suite 175  
Irvine, California 92618  
United States  
P: +1 (949) 242-0455, Option 1  
Toll Free: +1 (877) 462-5667,  
Option 1

### NINTEX LONDON

---

Ground Floor  
138 Fetter Lane  
London, EC4A 1BT  
United Kingdom  
P: +44 (0) 20 3693 0200

### NINTEX DUBAI

---

Dubai Internet City, Building 9  
3rd Floor, Office 314  
Sheikh Zayed Road  
73000  
UAE

### NINTEX MELBOURNE

---

Level 15, 595 Collins Street  
Melbourne 3000  
Victoria, Australia  
P: +61 3 9912 1800  
F: +61 3 9912 1812

### NINTEX SINGAPORE

---

8 Marina View  
Asia Square Tower 1  
Level 07-04  
Singapore 018960

### NINTEX AUCKLAND – WHERE PROMAPP™ WAS BORN

---

Eden 3, 16 Normanby Road  
Mt Eden  
Auckland 1024  
New Zealand  
P: +64 9 281 3436

### NINTEX HONG KONG

---

28/F., AIA Central,  
No. 1 Connaught Road  
Central, Hong Kong  
P: +852 2824 8468

### NINTEX MALAYSIA

---

Suite 8-3  
Level 8, Menara Cimb  
Jalan Stesen Sentral 2  
KL Sentral  
Kuala Lumpur 50470  
Malaysia