### oneAdvanced

CASE STUDY

# Western Health and Social Care Trust

How they streamlined their Board meetings with OneAdvanced



Western Health and Social Care Trust



#### Client

Western Health and Social Care Trust

#### Industry

Health and Care

#### Project

Meetings & Board Management - Increasing preparation time and reducing the cost of Trust Board meetings

### Introduction

The Western Health and Social Care Trust (WHSCT) was established in 2007 and provides health and social care services across the west of Northern Ireland, serving around 300,000 people. Here's how OneAdvanced has helped them streamline their Board meeting management.

### The challenge

At WHSCT, they faced numerous challenges, like many public sector organisations, in managing their largely paper-based process for Trust Board meetings and Corporate Management Team meetings.

It was a very labour-intensive process that relied heavily on supplies of physical items, such as printers, photocopiers, printer paper, binding materials, binding machines and non-stock items. For their Trust Board meetings (11 per year), over 40 papers had to be photocopied and bound 19 times for the participants - this process would take over entire office spaces.

Collating papers from the many contributors was a time intensive process. And the late receipt of these documents would have a knock-on effect when putting together the final pack. This often led to missed deadlines for the internal post rooms and trips across the city to the post office. The greatest impact of these delays was the late arrival of board packs, which meant less preparation time for their Trust's board members.

Their senior executives also had limited access to the papers via a centralised document repository system, which created more problems. For example, making changes to papers would often cause the old system to crash.

Plus, the storage of archived confidential board packs, which in some cases went back 20 years, was becoming an ever-increasing problem, from an information security and cost perspective.



## The decision

With all these challenges, the team knew that changes had to be made to drive the necessary improvements to our working practices and to bring costs under control. They decided they would not adopt a 'new' solution or process unless it met and exceeded some important criteria.

Any new system would need to:

- Outperform (in terms of stability and flexibility) the then current system, which interfaced with a SharePoint installation.
- Satisfy the varied requirements of our broad audience, including Trust board members, Senior Trust executives and meeting organisation staff.
- Increase and improve the preparation time for Trust Board meetings for the board members.
- Be cost neutral or preferably cost saving.



#### The impact

When OneAdvanced's Meetings & Board Management solution was introduced, it was met with instant praise. The Senior Trust executives glowingly described how much more effective and productive they are before and during Trust Board and Corporate Management Team meetings.

The OneAdvanced implementation team worked very closely with our meeting organisers, participants and the Trust's IT department to ensure the onboarding and transition to the platform was seamless.

"We knew it wasn't a temporary solution for the Trust, it was the solution. It is a must have tool for any organisation, it's very 21st century and I wish we'd had it years ago!" Madonna McGinley, Executive Assistant to the Chief Executive

The team opted for a self-hosted implementation which needed more input from OneAdvanced's technical team, but this was a smooth process too.

"The OneAdvanced Team were really flexible in their approach, scheduling and rescheduling the rollout and training sessions to suit the ever-changing diaries of Western Health colleagues. It made the impossible, possible!" Nadene Aspel, Software Solutions Manager Since successfully introducing and setting up new practices around OneAdvanced's Meetings & Board Management solution, they have seen significant progress and improvements to working practices and financial goals.

"The automatic generation of the meeting pack was an instant hit, and being able to access all the papers from anywhere at any time has provided so much more flexibility." Geraldine McKay, Director of Acute Services

The software has reduced the time it takes to collate, construct and distribute board packs. And these savings in time, gained primarily the meeting organisers, have translated into more time for the Trust board members to prepare for their meetings.

Huge financial savings are also being made. With their paper and printing budget alone being halved since introducing OneAdvanced's Meetings & Board Management solution.

Plus, the intuitive nature of the software has meant the Trust Directors have been able to adopt the platform without the need for lengthy training sessions and with little help from the customer support team.



### The future

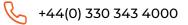
Word of the benefits that users have experienced has spread around WHSCT. And this has started to create a groundswell of demand - reflected in the plan to roll it out beyond the initial scope. Colleagues in WHSCT not yet exposed to OneAdvanced's Meetings & Board Management solution are asking when they will be given access!

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Want to know more about Meetings & Board Management? Speak to our team or contact your Account Manager.

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