

## CASE STUDY

# How Central Florida Health Care Doubled Reporting & Cut Resolution Time in Half



Performance Health  
PARTNERS™



## ORGANIZATIONAL PROFILE

**Name:**

Central Florida Health Care

**Location:** Central Florida — spanning 17 sites across three counties

**Type:**

Federally Qualified Health Center (FQHC)

**Services:**

Comprehensive medical, dental, pharmacy, plus specialty care including rheumatology, endocrinology, podiatry, pediatric endocrinology, and optometry

**Accreditation:**

Joint Commission Accredited; adheres to HRSA regulations



“Before PHP, we were drowning in paperwork and unnecessary reports. Now, our dashboards show us exactly what matters. We act on patterns instead of reacting to chaos.”

— **Jessica Gandy,**  
Director of Corporate Compliance

## KEY OUTCOMES WITH PHP

- ☑ **100% Increase in Incident Reporting:** Simple, mobile-friendly forms encourage more staff to speak up—especially for near misses.
- ☑ **Resolution Time Cut from 5 Days to 1–2 Days:** Real-time routing and alerts enable faster investigations and safer outcomes.
- ☑ **50% Reduction in Low-Risk Noise:** Better data clarity allow risk teams to focus on true safety priorities, not routine events.

## THE CHALLENGE: OUTDATED PROCESSES, MISSED RISKS

As an FQHC serving thousands of patients—many uninsured or underinsured—Central Florida Health Care (CFHC) is the final safety net for vulnerable communities. For Jessica Gandy, Director of Corporate Compliance, and Caitlyn Britt, Risk and Compliance Coordinator and Safety Officer, ensuring patient safety across 17 sites meant staying ahead of incidents—before they escalated into harm or costly claims.

But until recently, their incident reporting process was stuck in the past.

“Staff had to fill out a multiple-page paper form, then courier it to us,” said Caitlyn. “If something happened on a Friday, we might not see it until Monday. We were constantly chasing reports and filing them in huge binders. It was time-consuming, and sometimes critical details slipped through the cracks.”

This cumbersome system discouraged staff from reporting at all. Incidents that should have been documented and investigated never made it past the clipboard—putting patients, staff, and compliance at risk.

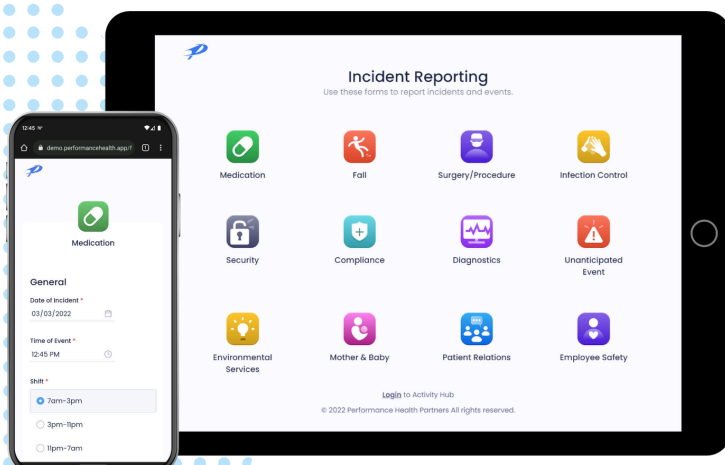
## CHOOSING A BETTER WAY FORWARD

CFHC knew they needed more than just a digital form. They needed a system staff would actually use, one that would transform their safety culture and empower teams to speak up without hesitation.

“When we saw Performance Health Partners’ software demo, it was clear they understood how healthcare really works,” Jessica explained. “We didn’t want a rigid system we’d have to fight against. PHP gave us flexibility to tailor everything to our processes—and their team was ready to help us every step of the way.”

## TECHNOLOGY REQUIREMENTS

- Mobile-Friendly Reporting:** Staff needed to report incidents from any device—desktop, tablet, or phone—to reduce delays.
- Real-Time Alerts & Routing:** Reports had to instantly reach the right managers to improve response time.
- Customizable Forms & Workflows:** The system needed flexibility to match CFHC’s unique processes and allow easy updates.
- Actionable Dashboards & Trends:** Leadership needed clear data to spot patterns, reduce noise, and focus on real risks.



## IMPLEMENTATION: TURNING PAIN POINTS INTO PROGRESS

Transitioning 17 clinics from paper to digital reporting might sound daunting, but CFHC's rollout with PHP was refreshingly fast and intuitive.

"In weeks, our staff were submitting reports from their desktops, tablets, even phones," said Caitlyn. "The forms are simple, mostly checkboxes and short-form answers—no long paragraphs or confusing fields. That alone removed so much hesitation."

Today, incidents that once took up to 20 minutes to document can be reported in just a couple of minutes. And instead of reports coming in from "here, there, and everywhere," each one routes automatically to the right managers and compliance leaders in real-time.

### Impact: Safer Patients, Faster Resolution, Stronger Culture

The difference has been remarkable. CFHC's measurable gains include:

- **Incident reporting volume has doubled** — staff feel safe and encouraged to report, even anonymously if they choose.
- **Resolution time has dropped from 3–5 days to just 1–2 days** — faster investigations mean faster interventions and better outcomes.
- **Critical safety issues**—like patient falls or aggressive behavior—are now addressed same-day, with incident data and supporting evidence immediately accessible.
- **Noise in the data was reduced by 50%** — by analyzing reports, CFHC identified low-risk events (like routine ER transfers) that didn't require risk management follow-up, freeing time for true safety priorities.

- **Process improvements driven by data** — incident trends revealed areas needing proactive fixes, like updated fall protocols and new discharge procedures for repeat offenders.

"Before PHP, we were drowning in paperwork and unnecessary reports," Jessica shared. "Now, our dashboards show us exactly what matters. We can see if one hallway has multiple falls, or if a patient keeps behaving aggressively. We act on patterns instead of reacting to chaos."

# 63%

decrease in resolution time, leading to faster interventions





## REAL STORIES: FROM DELAYS TO SAME-DAY ACTION

Patient falls are one of CFHC’s top reported incidents. In the old system, staff would call multiple people, fill out paper, and wait days for a follow-up.

“Now, if someone falls in the parking lot, for example, leadership can submit a report immediately, and we start investigating within minutes,” said Caitlyn. “We pull security footage, gather witness statements, and close the loop that same day.”

This instant notification system has become vital for all high-risk events—including dealing with disgruntled patients who threaten staff or property. “Knowing we can respond right away makes everyone feel safer,” Jessica added. “Our staff trust that when they speak up, they’re heard.”

## SERVICE THAT SETS PHP APART

CFHC credits not just the technology—but the people behind it.

“The customer service is absolutely unmatched,” Jessica emphasized. “If we need a new form or want to tweak a workflow, PHP’s team jumps on it that day. I’ve used bigger, more expensive incident reporting systems in previous roles—and none compare. With PHP, we feel like a priority, not a number.”

Metric	Before PHP	After PHP
Resolution time	3-5 days	1-2 days
Reporting volume	Baseline	Doubled
Low-risk noise in data	400+ unnecessary reports/year	Cut by half



# Customer Success Stories



"I'd confidently tell any organization that adopting this software is an absolute no-brainer. Its ease of use for both managers and staff aligns with the best interests of the patients, the staff, and the organization's financial health."

— **Mileva Savich**, Director of Quality, Accreditation and Risk Management, Pinnacle Healthcare



"PHP's incident management system has transformed our reporting process, allowing our under-resourced teams to efficiently manage compliance and safety for our diverse patient population despite limited resources."

— **Heidi Kurgat**, Director of Compliance and Risk, MHC Healthcare



"I would highly recommend PHP to other organizations. It's a straightforward and intuitive platform that allows you to create the structure you need in close partnership with their team."

— **Rick Kohut**, Systems Training Manager, I Am Boundless



"The new system has not only improved our operational efficiency but has genuinely enhanced the quality of care we provide to our patients, making their treatment experiences much better."

— **Jackie Lebihan**, Chief Operating Officer, North Olympic Healthcare Network

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