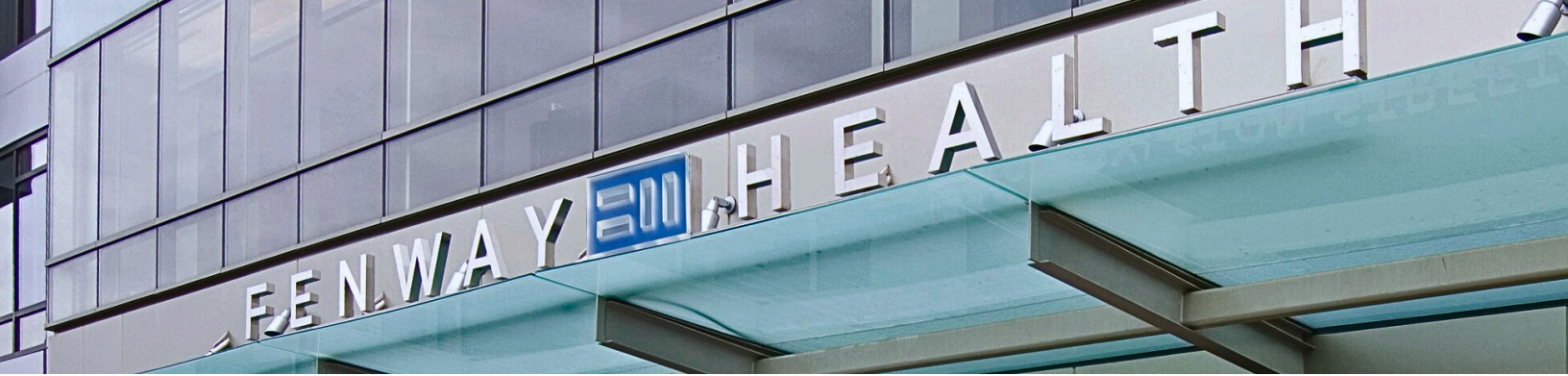


CASE STUDY

Faster Resolutions, Better Insights: How Fenway Health Streamlined Reporting



Performance Health
PARTNERS™



At Fenway Health, a commitment to patient-centered care and quality improvement led to a pivotal partnership with Performance Health Partners (PHP). Seeking a solution to enhance incident management and streamline safety processes, Fenway Health implemented PHP’s incident management system, resulting in significant operational improvements and enhanced patient care.



ORGANIZATIONAL SNAPSHOT

Fenway Health is a federally qualified community health center (FQHC) located in Boston, serving over 30,000 patients annually with a focus on the LGBTQIA+ community. As the largest outpatient provider of HIV services in Massachusetts, it offers a wide range of healthcare services including primary care, dental, behavioral health, and pharmacy, catering specifically to the needs of its diverse patient base, including significant transgender and HIV-positive populations.

The organization also comprises The Fenway Institute, a research and policy division that conducts epidemiologic and HIV/AIDS research and provides education and technical assistance nationwide. This division helps Fenway Health advocate for healthcare equity and deliver high-quality care to traditionally underserved communities, including LGBTQIA+ individuals, women, and people from communities of color.

“The responsiveness [of PHP] is not something I’ve ever experienced with any other vendor. The response time is always under 48 hours, no matter what’s going on. Whether it’s a help desk ticket or reaching out directly, we always hear back quickly, and that’s impressive.”

—**Cyndi Locke,**
Risk Management and Patient Relations Manager

THE CHALLENGE: OVERCOMING DATA SILOS, INEFFICIENT INCIDENT REPORTING

Before partnering with Performance Health Partners, Fenway Health utilized a legacy incident reporting system that, while an improvement over paper and Excel methods, fell short of meeting the organization's evolving needs. This previous system, although digital, still required significant manual input and lacked the functionality to effectively manage and share critical safety information across departments.

"We found that we had reached the limits of capabilities within that system," remarked Alicia Anderson, AVP of Quality Improvement. The platform made it difficult to communicate with other team members who needed to access or contribute to incident reports, significantly hindering collaborative efforts. The legacy software's limitations extended to data management and utilization. It lacked intuitive interfaces and real-time data dashboards, crucial components for timely and effective decision-making. "Getting data out of the system was clunky, and it was very difficult to engage other leaders with the system," Alicia added. This resulted in a cumbersome process that required extensive manual manipulation to extract actionable insights, which was not only time-consuming but also prone to errors.

Recognizing these challenges, Fenway Health knew it needed a more advanced solution. The ideal system would need to be user-friendly, offer flexible and powerful reporting capabilities, and support dynamic data analysis to facilitate quick and informed decision-making. "We needed a tool that could grow with us, adapt to our needs, and help us make data-driven decisions efficiently," emphasized Alicia.

The organization sought a system that could seamlessly integrate into their operations, enhancing accessibility and visibility of critical data without the constant need for manual intervention.



TECHNOLOGY REQUIREMENTS

- ✓ **Centralized Communication Tools:** Ability to enhance communication across departments with tools that streamline access and management of incident reports
- ✓ **Ready-to-Use Customizability:** Comes pre-configured but easily customizable to align seamlessly with organization's language and specific operational needs
- ✓ **Dynamic Dashboards and Reporting:** For real-time visualization and straightforward access to comprehensive reports
- ✓ **User-Friendly Interface:** Designed for ease of use, ensuring all staff can efficiently navigate and enter data
- ✓ **Mobile Accessibility:** Fully accessible on mobile devices, supporting incident reporting from any location
- ✓ **Flexible System Updates:** Offers the flexibility to adapt through easy updates and modifications as organizational needs evolve

THE SOLUTION: PERFORMANCE HEALTH PARTNERS

During the selection process, Fenway Health demoed incident management systems from several vendors, searching for a platform that could meet their complex needs without overwhelming their staff. Performance Health Partners' system stood out for its intuitive design and user-friendly interface.

Alicia highlighted the comparative ease of use: "During our evaluations, many systems seemed overly complex and cumbersome. The PHP system was straightforward and uncomplicated, which was exactly what we needed. It made complex processes manageable and accessible, even for staff who aren't daily users but need to interact with the system occasionally." This ease of use was critical for ensuring that the system would be embraced by the entire organization, from daily users to occasional administrators.

Effortless Implementation

The implementation of PHP's system at Fenway Health was smooth and highly collaborative, underscored by an effective project management platform. "It helped manage communications and gave us regular progress updates, which kept the entire project on track," reflected Cyndi Locke, Risk Management and Patient Relations Manager. This structured approach ensured that every phase of the implementation was methodically planned and executed, enhancing overall efficiency.

PHP equipped Fenway with pre-designed forms that could be easily customized to fit their specific needs, making the transition seamless. "Starting with PHP's templates, we quickly adapted them to our workflows, which significantly accelerated our move away from our outdated system," Cyndi noted. This initial phase was crucial in setting the stage for broader adoption across the organization, ensuring all staff were comfortable and confident with the new platform.



"The user interface was just simpler, cleaner, and easier to wrap your head around. Some of the other products we looked at were very complex and multi-layered—just looking at them, my eyes were glazing over. We needed something intuitive, so even staff who only interact with the system occasionally could jump in and know exactly where to go."

—**Alicia Anderson**,
AVP of Quality
Improvement

TRANSFORMATIVE RESULTS

The benefits of PHP's system became evident almost immediately. "PHP's system exceeded our expectations by transforming how we manage data and engage our team in quality improvement efforts," Cyndi remarked.

A clear indicator of the system's impact was the significant increase in event reporting rates. By transitioning from paper-based methods to PHP's Incident Management System, the number of incident reports rose dramatically. Previously, incident reporting with the paper method averaged 96 reports annually. With the introduction of PHP's platform, the average number of incident reports jumped to 240 annually, facilitated by its low-barrier design that allows staff easy access through Fenway's HR portal and via QR code scanning on the clinic floors.

150% increase in incident reporting from paper methods after the implementation of PHP's system.

One of Fenway Health's most significant improvements was in process efficiency. The new system provided a more structured approach to incident reporting, allowing for quicker responses and follow-ups.

"We've seen a marked improvement in how quickly we can address issues as they arise, which has been crucial for patient safety," Alicia highlighted. The ability to extract insights in real-time allowed Fenway Health to take proactive steps in addressing safety concerns before they escalated.

Additionally, the flexibility of the reporting tools allowed for more dynamic data management. "The system makes it easy to pull reports and create visuals that truly illustrate what's happening. Even though I still export to Excel occasionally, the flexibility we have in how we access and view our data is impressive," Cyndi noted. "It's been incredibly helpful for day-to-day operations, allowing me to track and understand ongoing activities at any given moment."

Another game-changer was PHP's powerful search functionality. "The search feature has been incredibly helpful for our operations," Alicia said. "It allows us to quickly find all events related to a specific individual, providing a complete picture that is crucial for our work. This simple tool has made a significant impact, enhancing our ability to manage and respond to patient needs efficiently."

Key Outcomes with PHP

- **Significant improvement in incident response and resolution times** as a result of the more structured approach.
- **Increased staff engagement in reporting of disruptive behavior**, allowing leadership to develop targeted interventions.
- **More efficient patient complaint resolution**, leading to a decrease in the number of patient complaints year after year after implementation.

Addressing Workplace Violence

Workplace violence is an increasing concern in healthcare, and Fenway Health has taken proactive steps to address the issue using Performance Health Partners' incident management system. Before implementing PHP, staff often shared anecdotal accounts of escalated patient behavior, but there was no structured, accessible way to track and analyze these incidents.

In many cases, reports were only filed when situations reached a crisis point, such as verbal threats or physical outbursts. Recognizing the need for a more systematic approach, Fenway Health created a "Disruptive Behavior" event category to ensure patterns could be identified and addressed before they escalated.

One of the key strategies Fenway Health adopted to prevent such events was the introduction of QR codes placed throughout the clinic, particularly in nursing stations and provider work areas, to make incident reporting faster and more accessible.

"We needed to shift the mindset that staff just had to accept any kind of inappropriate behavior as part of the job," said Alicia. "By making reporting easier and ensuring follow-up, we've created a safer environment and a better way to engage our care teams in addressing these behaviors early."

The increased visibility of these incidents has allowed Fenway Health to intervene sooner, engaging department managers and care teams to mitigate risks before they escalate further. Since implementing these tools, reporting of disruptive behavior has increased, giving leadership the data they need to develop targeted strategies to support staff safety.



“Year after year, the number of complaints is decreasing, and we’re resolving them more efficiently. Having a dedicated patient relations specialist working with PHP has made a huge difference—it’s given us a much better overview of where everything stands and has helped move cases along to resolution faster.”

—**Cyndi Locke,**
Risk Management and Patient Relations Manager

Improving Patient Complaint Resolution

Fenway Health has also significantly improved its patient complaint resolution process with the help of Performance Health Partners' system. Previously, delays in tracking and managing complaints led to longer turnaround times, but with PHP's streamlined workflow and reporting capabilities, the organization has been able to address concerns more efficiently.

"We've done a better job of resolving complaints in a timely manner, and we've seen a year-over-year decrease in the number of complaints," said Cyndi Locke.

A key factor in this improvement was the addition of a dedicated patient relations specialist, who now serves as the primary interface with PHP. This role acts as an "air traffic controller," ensuring that complaints are triaged, tracked, and addressed promptly. By integrating PHP's tools with staff restructuring, Fenway Health has created a more efficient system for handling patient concerns, leading to faster resolutions and an overall better patient experience.

Identifying Hidden Risks Through Unanticipated Events

Fenway Health's use of an "Unanticipated Events" category has led to critical new insights into workflow challenges that might've otherwise gone unnoticed. Initially created as a catch-all for incidents that didn't fit into standard reporting categories, this feature has surfaced patterns and potential risks before they escalate.

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“We've started identifying workflow deviations that, while not immediately harmful, could have had significant downstream impacts on patient care if left unaddressed”

— Alicia Anderson

One key example is scheduling errors, where patients were mistakenly booked in the wrong clinic or with the wrong provider. These mistakes could have resulted in missed medications or delays in critical treatments. Since many of Fenway Health's patients rely on public transportation and structured work schedules, such disruptions can pose serious challenges. By capturing and analyzing these reports, Fenway Health has been able to refine scheduling processes, improve decision-making, and reduce preventable disruptions in patient care.

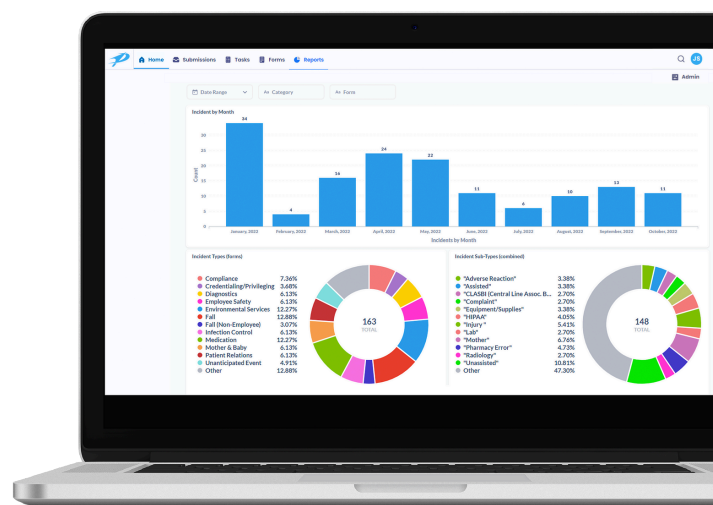


CONCLUSION

Reflecting on the partnership with PHP, Alicia and Cyndi both emphasize the impact of the collaboration. “The support and responsiveness from PHP have been outstanding. They’ve truly become an extension of our team,” Alicia noted. The success of this partnership reflects in the enhanced operational efficiencies and improved patient outcomes at Fenway Health.

For Cyndi, PHP’s responsiveness has set a new standard for vendor support. “I’ve never experienced this level of responsiveness with any other vendor. Whether it’s a help desk ticket or a direct inquiry, we consistently hear back within 48 hours—sometimes even faster,” she shared. This reliable support has allowed Fenway Health to address issues quickly and confidently, ensuring that their system continues to function smoothly and meet the evolving needs of the organization.

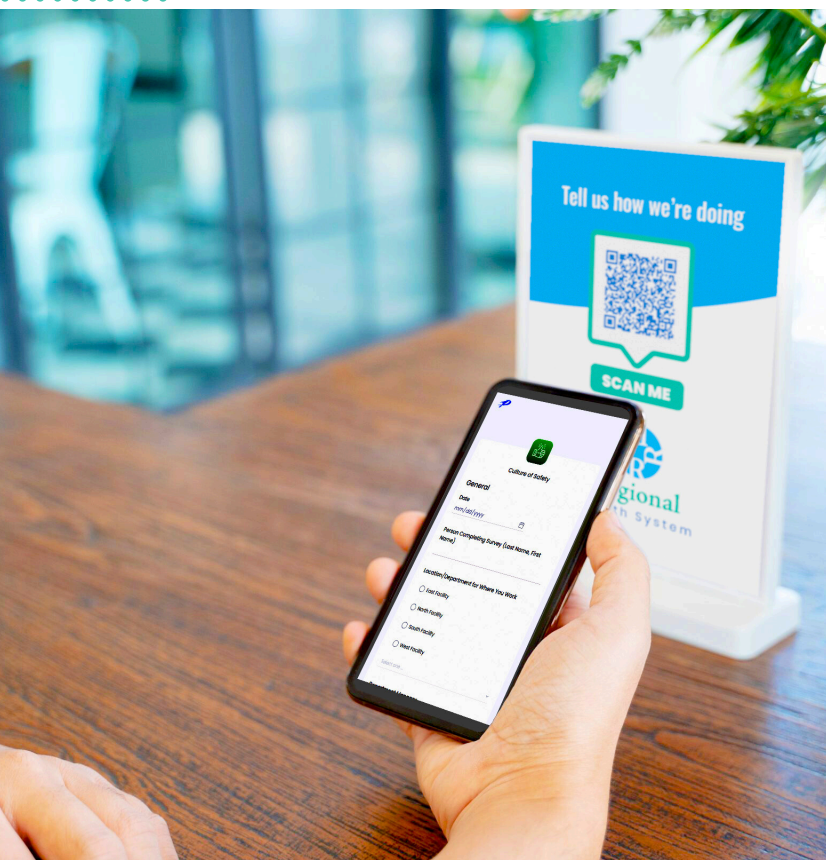
Fenway Health’s journey with PHP underscores a vital truth in healthcare: the right technology isn’t just a line item in a tech stack—it’s a catalyst for meaningful change. By equipping teams with seamless, easy-to-use reporting, actionable insights, and unwavering support, PHP has empowered Fenway Health to focus on what matters most: delivering exceptional care to the communities they serve.



HAS YOUR INCIDENT MANAGEMENT SYSTEM KEPT UP WITH THE TIMES?

Performance Health Partners helps healthcare organizations provide the highest quality care in the safest possible environment. Our best-in-class enterprise software solutions are built to grow and scale with your organization over time by filling process gaps and driving quality outcomes. To learn more, connect with our team by clicking the link below.

[LET'S GET STARTED](#)

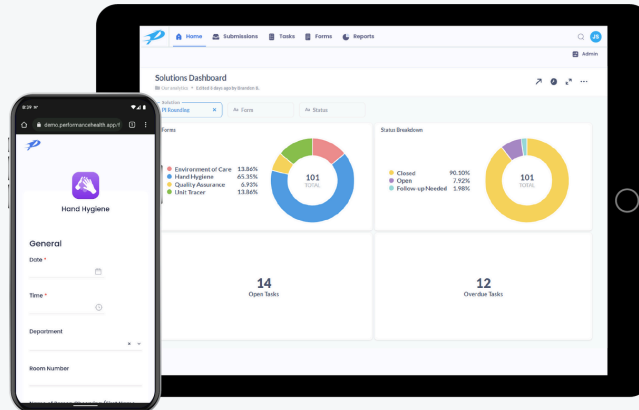




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–Cyndi Locke, Risk Management and Patient
Relations Manager

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 at 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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info@performancehealthUS.com

1-877-264-0399

www.PerformanceHealthUS.com