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Boston Medical Center Optimizes Their Human Capital Management Solution to Provide Exceptional Patient Care

BOSTON MEDICAL CENTER

Boston Medical Center (BMC) is the largest safety net hospital and busiest trauma and emergency services center in New England. As a private, non-profit, 567-bed academic medical center, they are committed to providing quality care to over one million patients annually. Their mission is to provide consistently excellent and accessible health services to all who need care regardless of status or ability to pay — exceptional care without exception.

With their core values of respect powered by empathy, move mountains and many faces create our greatness, BMC's beliefs and behaviors truly reinforce their culture to foster the healthiest community. To stay true to their values and support their team of the world's leading physicians, highly skilled nurses and professional staff, beyond the most advanced medical technology they continue to evaluate the tools and technology to serve some of the brightest minds in the medical field. As a medical center that traces its history back to 1873, continually shifting the mindset to an abundance theory of innovation and technology are core to advancing their business processes and central to making their employees jobs easier.

The Technology Optimization Journey

With new management came the opportunity to evaluate how they could get more out of their Human Capital Management (HCM) technology investment and optimize. BMC operates lean to serve their community. As Matthew O'Connor, Director, HR Systems & Processes, says, "We are a lean team and we had a vision for where we wanted to go. We knew we needed a consulting partner to move the organization at the pace we wanted. We had to accelerate our mission." In the next phase of their HCM implementation, they knew they needed a guide that could help them with scalability and speed.

"FlyCloud is more than a trusted partner. They truly understand our business, they have the right HCM bench, and their design approach is like no other consultant I've ever worked with. As important, they meet us where we are."

Matthew O'Connor
Director, HR Systems & Processes
Boston Medical Center

BMC at a Glance

- 567-bed medical center
- Provide care to over one million patients annually
- Located in Boston, MA
- Private non-profit

The FlyCloud Difference

- Maximizing the value of BMC's HCM investment
- Simple, customer-centric design process aligned to business objectives
- Continued tech process improvement and performance optimization
- Credible HCM talent bench to accelerate their mission

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They were striving to reduce costs associated with manual processing, ensure they were meeting compliance standards and to make their employees lives easier providing better self-service on day-to-day activities such as vacation or sick notification, training bookings, etc.

Making Employees' Lives Easier

Our goal was to enable our team to work smarter, not harder. There were many opportunities to automate our employee processes and minimize manual work. O'Connor says "FlyCloud's design process helped us think systematically about how we could leverage the technology to scale with high impact to our employee experience." We thought through the most impactful business processes that we could automate, that would provide transparency and self-service to ultimately drive the business forward. Our Health Dashboard solution is a prime example and has been a game changer.

This dashboard alone significantly mitigated manual work providing the team real-time visibility to ensure we maintain compliance with our employee health data. We are continually investing in optimizing those high impact employee processes which enable our staff to focus where they need to — on providing exceptional patient care.

Delivering on Their Mission

"My advice to anyone on the technology journey is don't make short sighted enhancements that you may have to live with long term. Prioritize and align your technology investments to your mission," says O'Connor. BMC and FlyCloud have focused on the foundational HCM core and how the business processes can best fit together for scalability and measurement within the core. FlyCloud has been integral in pointing us down this path. O'Connor says, "Our tech journey is a continued process improvement and we are always working to optimize. We are very excited to have FlyCloud help us extend further into analytics and scorecards. This will provide us with business insight we have not had in the past to take BMC to the next level." Another forward-looking example is embarking upon on the Mass Equal Pay Act (MEPA) to establish gender pay gaps. We continue to strive to be progressive in all areas. Ultimately from a technology perspective if we are giving time back to our people to do a better job providing the care our community wants and deserves, we're on the right path.

"FlyCloud helps Boston Medical Center work smarter, not harder."

Matthew O'Connor
Director, HR Systems & Processes
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About Boston Medical Center
Boston Medical Center (BMC) is a 567-bed academic medical center located in Boston's historic South End, providing medical care for infants, children, teens and adults.
www.bmc.org

About FlyCloud
Flycloud is focused on helping companies maximize their technology investments. Founded in 2014, FlyCloud specializes in delivering customer-centric advisory solutions including implementation and integration services for human capital management, financial management, workforce and IT service solutions. Companies ranging from small to the Fortune 500 have selected FlyCloud to help shape the culture and character of their organizations.
www.flycloudtech.com

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