

# More Effective Meetings, More Efficient Teams: Memorial Health System Streamlines with Technology

## Memorial Health System Case Study

### Organization Overview

Memorial Health System is a not-for-profit, independent, integrated health system with locations in Ohio and West Virginia, employing over 3,300 employees and 350 providers (including advanced practice professionals) representing 65 clinics. In total over 600 medical staff providers cover 44 different specialties, telemedicine, and APPs.

The mission of Memorial Health System is dedicated to providing excellent, quality health care services to their community and region. Memorial Health System is also proud to be one of two systems in Ohio to be a member of the Mayo Clinic Care Network.

The organization is led by a volunteer board of community members who remain committed to providing comprehensive health care services that meet the needs of the region. Memorial Health System decided to adopt board management software in order to increase efficiency and digitize the process of creating and sharing agendas and documents for board and multiple committee meetings.

**Organization:** Memorial Health System

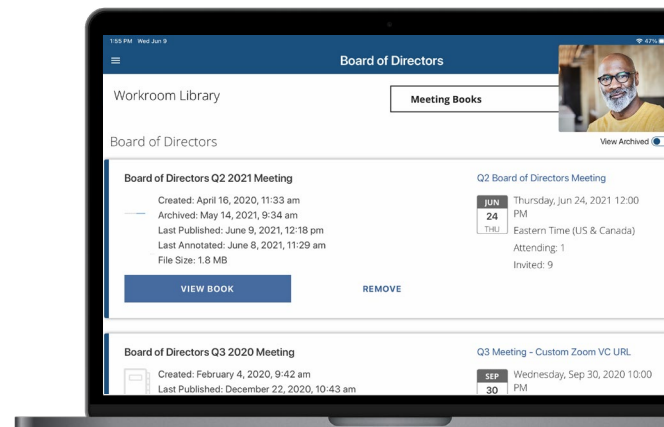
**Industry:** Nonprofit

**Location:** Ohio, United States

### The Challenge

Before using BoardEffect, Memorial Health System faced challenges in coordinating board meetings as well as time-consuming administrative tasks related to board meeting management and communications.

Debbi Beaver, Executive Assistant, Memorial Health System, has responsibility for preparing minutes and organizing agendas for board meetings, committee meetings and managing board communication.



Prior to adopting BoardEffect, numerous paper copies of the meeting materials were printed and board notebooks were organized for all board directors the same day as each monthly board meeting. If revisions were needed, the edited documents would have to be switched with the original documents. Paper copies for each attendee were also printed for all committee meetings.

Another time-consuming challenge for staff at Memorial Health System was managing multiple departments and committees, gathering their documents for meetings, and the coordination of each meeting event.

Finally, when the organization has to undergo its accreditation every three years or host visits from the Ohio Department of Health, pulling together requested documentation was proving very time-intensive.

## The Solution

Using BoardEffect to prepare for meetings and compile board books has transformed a time-consuming effort into a streamlined, straightforward process. Debbi can post all board meeting information in advance in a timely manner, with board members able to access and review board meeting materials anytime, anywhere.

Access to the complete board book for each meeting is a favorite feature of directors. During board meetings they also use BoardEffect to manage the meeting, following along document by document on the AV screen in the room as well as on iPads or chosen devices. Some board members occasionally join remotely, and Memorial Health System can easily facilitate hybrid meetings using video conferencing integrations so those members can also fully participate.

The BoardEffect Document Library has allowed Memorial Health System to create an archive providing historical access to all past board meeting documents, so when people need to go back and look at a previous meeting agenda or individual documents, they can do this easily and quickly.

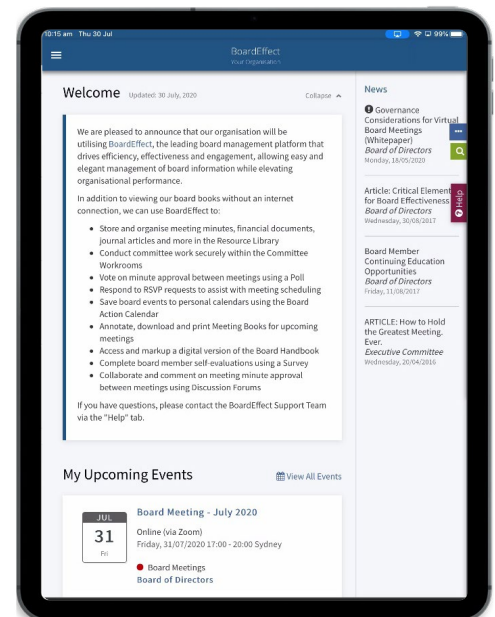
Memorial Health System has also been able to expand BoardEffect to many groups within the organization, helping to deliver more efficiencies beyond the board.

New board members, staff and workrooms can easily be added with permissions assigned as needed, capitalizing on BoardEffect's strong security features that allow differentiation of levels for staff and workrooms.

“At first, there was resistance from board members due to different levels of technology skills. But now, neither the directors, staff, nor I can imagine providing and accessing the meeting materials any other way.”

**Debbi Beaver**

Board Executive Assistant,  
Memorial Health System



## The Results

Time spent on administrative tasks has been greatly reduced, allowing more focus on meeting content itself. Additionally, board members now have ample time to review agendas before meetings, leading to more effective decision-making.

With BoardEffect, Memorial Health System can also access their archive of past meetings. The Document Library allows for easy organization and access to historical materials if they're needed for a question in a current meeting. That saves a significant amount of time, with most records being online since March 2011. Debbi says, "I often will go back and look at previous meetings. Just having each complete board meeting book built and together is very helpful and shows the continuity of the meetings."

BoardEffect is also extremely useful during accreditation and external visits, as specific documents can be quickly accessed to show surveyors and visitors.

Memorial Health System has also significantly expanded use of BoardEffect beyond just the board. Once other teams at Memorial Health System saw how effective a tool BoardEffect was, they also requested to start using it. Workrooms can be quickly created and assigned to different committees or internal groups, freeing up administrators' time for other tasks. The Workrooms feature has been extensively used to help manage different staff and committee groups effectively, with over 120 different workrooms created on Memorial Health System's single subscription.

- ✓ **More effective decision-making and reduced admin time**
- ✓ **Archive of board materials created using Document Library**
- ✓ **Easy access to documents during accreditation and external visits**
- ✓ **Over 120 workrooms used by groups and committees across the organization**

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"Once we learned how wonderful the product was, I began to introduce it to other groups in the organization. Over the years, use has grown to include our medical staff committees, our Foundation Board, and many of our organization's various committees."

**Debbi Beaver**  
Board Executive Assistant,  
Memorial Health System

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## About BoardEffect

**We're passionate about the work of boards, which drives how we develop the BoardEffect solution.**

Boards operate in a series of overlapping cycles: a regularly scheduled meeting cycle, an annual operating cycle, and the cycle of longer-term board development and engagement. BoardEffect's solution supports a modern approach to governance, powering boards' interdependent responsibilities across these ongoing cycles.

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