

# Case Study: Hillsdale Community Health Care

## Overview

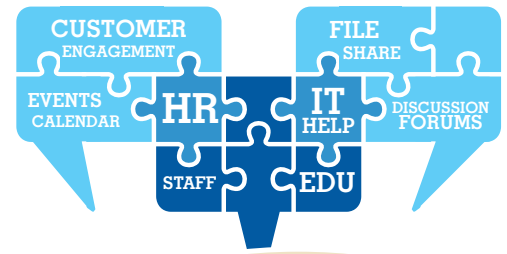
Hillsdale Community Health Center (HCHC) is a medical facility serving Southern Michigan communities since 1915. The state-of-the-art facility is a leading healthcare provider offering sophisticated equipment and care to the Hillsdale community and beyond. HCHC consists of the main hospital and three facilities located in the Hillsdale community.

## Challenge

As the staff of HCHC continues to expand, the need to better communicate has also grown. With a philosophy to serve the community and continually strive for excellence, HCHC was in need of a system to manage communication among staff and between the various departments.

## Solution

In order to provide collaboration among the 400+ employees, "The Loop" provides a central concourse for information, updates, and employee communication. The Loop is a network connecting administration and employees with information critical to the day-to-day operation of the facility. With the click of a button, the administration can authorize employees to access their portion of the intranet, and editing can be done to any part of the website. Communication among internal and outside departments was made possible with Discussion Forums serving each department. Each employee has access to news items, Human Resources, staff education opportunities and a calendar of events.



*"In a very short time, the Loop has become essential for our day-to-day operations. HCHC applauds Digital Active for a job well done."*

Judy Gabrielle, Director of Development



## Solution Highlights

**Discussion Forums** allow administration, department heads and committee chairs to manage discussions in closed communities and open discussion forums with all employees

**User Tracking** allows administrators to track the date/time of logins and downloads from "The Loop"

**File Share application** offers dynamic document management

**Administration and Human Resources** can review and select potential employees from a comprehensive employment form. Employee applications are automatically posted and removed with a date range tool both internally and externally

**Information Technology** section offers solutions to common issues and contact information for IT staff

**Staff may access only** the sections assigned to their user level

**A facility maintenance application** allows staff to report building maintenance issues

**Accessible with mobile** devices including iPads



Since the initial launch, HCHC has expanded the functions within The Loop creating an online community that can grow with hospital.

**DigitalActive**

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