



“ The systems we’ve created really helped us to be more transparent, to track things, to attest to things, and improve processes here at Providence.

Kiesha Smith, Program Manager for PMG and Clinical Services at Providence Health & Services

Company

Providence Medical Group

Industry

Healthcare

Company Size

More than 60 clinics in two states

Customer Profile

Providence Medical Group (PMG) is a network of more than 60 primary care, immediate care and specialty clinics located in Oregon and Southwest Washington. PMG is part of Providence Health & Services, which provides acute care, physician clinics, health insurance, long-term and assisted living, palliative and hospice care, home health, and supportive housing and education to communities in seven states.

Website

providence.org

Business Situation

PMG wanted to streamline clinics' quarterly process of attesting to the completion of new requirements for meeting standards of medical practice and care.

Solution

PMG uses Smartsheet to provide attestation checklists to document and track clinic managers' completion of the attestation process. Smartsheet also enables quick information capture and detailed reporting to leadership.

Benefits

- **Better visibility and transparency** through searchable dashboards
- **Digitization of formerly paper-based processes** to save time and resources
- **Increased collaboration between clinics** across geographic distances

Smartsheet Helps Providence Medical Group Raise Standards for Patient Care

Keeping up with ongoing improvements to standards of medical practice and patient care is an immense challenge for a network of primary care and specialty clinics spread across multiple states. At [Providence Medical Group \(PMG\)](#), located in Oregon and Southwest Washington, more than 60 clinics must complete quarterly attestations to document their completion of new requirements. PMG uses Smartsheet to streamline the attestation process with checklists and dashboards that enable clinic managers to focus less on paperwork and more on providing a better patient experience.

Situation:

To keep its standards and practices of healthcare current, PMG provides a quarterly “batch book” of updates to its clinics. Clinic managers document that they have adopted each new requirement in a process called attestation. Kiesha Smith, program manager for PMG and Clinical Services at Providence Health & Services, wanted to evolve the attestation process from a time-consuming, paper-based review to an online checklist that enabled clear reporting and follow-up.

“Attestation helps us align to our strategic plan,” Smith says. “Every standard on our checklist has been piloted and proven as something that has either worked well in a clinic or rolled down from the system. It has been vetted by our Model of Care Governance Committee to make sure that it’s aligning to our standard or our strategic plan, and that it’s something that benefits patients.”

Solution:

Smith uses Smartsheet to streamline the attestation process by creating checklists and dashboards that enable clinic managers to focus less on paperwork and more on providing a better patient experience.

Smartsheet dashboards help increase visibility for stakeholders. Executives gained a unified view of clinic efforts and can focus on areas that need attention. In addition, clinic managers can see what their colleagues are

doing — and use this knowledge to improve their own efforts.

“If we are requesting that a clinic do something and they’re struggling for some reason, they can look at the dashboard and reach out to another clinic that has completed that standard, engage with them, and take back some tools to help their clinic be successful as well,” Smith says.

Benefits:

In addition to streamlining the attestation process, Smartsheet allows PMG to save time and increase visibility by providing a single source of up-to-date data, integrating smoothly with other tools, and enabling easy access across clinic locations and connected devices.

A central source for information:

When teams rely on spreadsheets, email, or online file shares, changes made to different versions of a document might not be caught until work processes start to clash. With Smartsheet, the most current information is shared and the history of updates can be traced. Smith can also capture information easily with Smartsheet forms. She recently created a form that allowed clinics to provide workstation IDs the IT team

needed for a single sign-on initiative; prepopulated fields meant clinic managers only had to submit the hardware details.

“Making the process easier for our caregivers is huge, because they have so much that they have to do,” Smith says. “When they hear they have another survey or another form, it just adds to their workload. By making the process of collecting data easier, it’s better for us and it’s better for them.”

Up-to-date data views through dashboards: PMG’s leadership closely monitors the clinics’ completion of their quarterly attestations. That requires reports, which used to be time-consuming to compile and keep up to date. Now each clinic manager checks off completion of requirements on a clinic sheet that rolls up into a master sheet, which can be viewed and analyzed through customizable dashboards.

Smooth integration with other tools: Smith has created a variety of forms to capture data, from program analysis to IT equipment tracking and physician contact information. Smartsheet forms integrate easily with tools such as Zapier and Cognito Forms to help her create the right interface for the clinic teams whose information she needs to request.

Cross-platform accessibility: From desktop computers in a lab to handheld tablets in a patient exam room, Smartsheet data is available on any device. Teams know they can access current and accurate information from wherever they’re working within a clinic.

About Smartsheet

Smartsheet (NYSE:SMAR) is a leading cloud-based platform for work execution, enabling teams and organizations to plan, capture, manage, automate, and report on work at scale, resulting in more efficient processes and better business outcomes. Today over 95,000 customers, including more than 77,000 domain-based customers and over 70 percent of the companies in the Fortune 500, rely on Smartsheet to implement, manage, and automate processes across a broad array of departments and use cases.

To learn more about Smartsheet, visit www.smartsheet.com