

Case Study:

A Regulatory Organization Consolidates Processes
onto a Single Activity Management System based on
Blue Sands' Business Process Management Solution, OASYS | RP

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Introduction

A provincial regulatory organization is charged with protecting and serving the public interests for a specific practice. In the case of overseeing the practice of medicine, critical processes are required such as issuing certificates of registration to doctors to allow them to practice medicine, monitoring and maintaining standards of practice through peer assessment and remediation, investigating complaints against doctors on behalf of the public, and disciplining doctors who may have committed an act of professional misconduct or incompetence.

Unification of Applications to Manage the Regulation of the Practice of Medicine

Applications and processes at the regulatory organization were initially developed along departmental lines, using a mix of platforms and databases with limited interconnectivity. Increasing demands for efficient sharing of information and development of statistics between departments required consolidation of all applications onto a single platform. Initial analysis also revealed that many processes across the organization shared a common approach to activity management, leading to an opportunity to re-align processes for inter-departmental clarity and risk reduction.

A common solution was believed to provide several key benefits. Efficiency could be increased by facilitating the committee review of a greater number of assessments without increasing administrative staff. As well, all active assessments would be tracked and reported on at the summary and detail level. All information entered into the common solution would be checked for integrity and consistency assuring accurate and meaningful information and statistics across processes. Reporting of both current and historic activities would increase in accuracy. A single common interface would reduce training time and provide opportunities for staff to easily transfer between departments as compared to learning multiple applications. Finally, several legacy applications could be turned off, reducing maintenance costs.

Solution

Internal applications and external vendor solutions were reviewed against the requirements for the organization. As no available solution met all the requirements, the organization chose to deploy a customized centralized application with the help of Blue Sands. A phased approach minimized risk by converting departments and functions one at a time. Today, several departments within the organization automate complex processes through the centralized application, reducing the risk of lost information or stalled processes. The basic framework for the solution, along with the expertise to efficiently create customized regulatory processes in the framework, is now available as a solution called OASYS | RP.