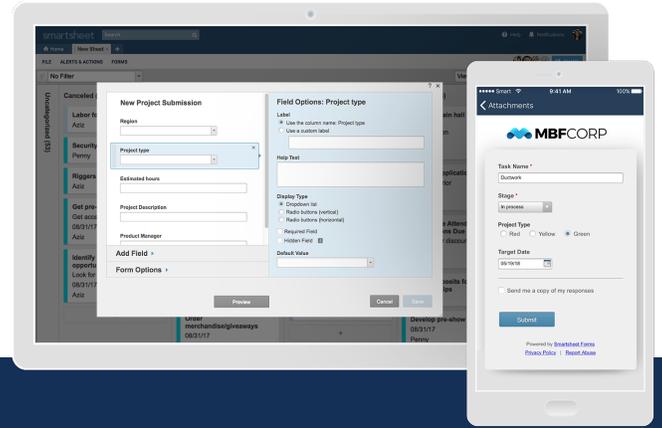


Smartsheet driving improvements for state health department

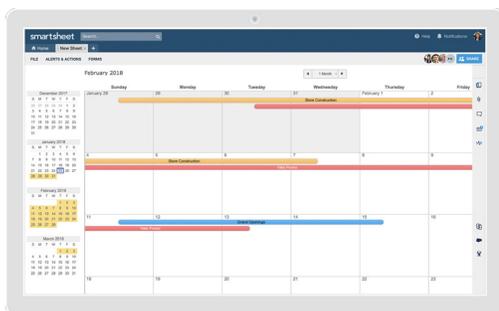


With the vision of lifelong health and wellness for all residents, the department of health for a state has a tall order to fulfill, especially as health care costs and issues—obesity, the opioids crisis, infectious diseases, and more—soar. One way the department's health care quality office is contributing to the agency's mission of promoting and improving the health and safety of residents is by deploying Smartsheet to drive performance improvements and sustainable gains in efficiency, employee satisfaction, and customer service.

"Our state regulatory agency performs licensure, certification, and survey activities related to 15,000 health care facilities and community-based providers representing 42 industries," said the executive director of the state's health care quality office. "With over half of our employees in the field, we needed secure, intuitive, and flexible web-based platforms." The answer? Integrating Smartsheet with Acadia and other applications to provide a mobile platform for the staff to easily complete basic tasks while in the field surveying health care facilities.

The executive director explained that **"in just 90 days, we implemented over 130 Smartsheet (projects) and dashboards intertwined with 120 Acadia policies and procedures"** to manage human resources, employee training, accounting, grant administration, regulatory and government affairs, document management, task and system trackers, and the strategic planning process.

"(The) Smartsheet flexibility allowed us to achieve our goal of connecting applications and software, while it decreased administrative burden, allowed faster responses, improved customer service, and enhanced communication throughout the agency."



The Smartsheet productivity results are impressive, with the agency saving over 10,000 hours of employee time per year from more efficient onboarding of employees, streamlined human resources requests, a new time allocation system, and improved location of resources. **"We empowered over 200 employees,"** said the executive director, referring to the Smartsheet implementation. **"The ease of integrating (Smartsheet and the other systems) . . . was an unexpected benefit."**