

# CASE STUDY

## Mississippi Board of Nursing

### Mississippi Board of Nursing

The Mississippi Board of Nursing is a state agency based in Jackson, Mississippi and their mission is to protect the public through the process of licensure and regulation of nursing. They are the entity that oversees over 55,000 Registered Nurses, Licensed Practical Nurses, and Advanced Practice Registered Nurses across the state of Mississippi. This included conducting nursing investigations of violations and instituting disciplinary actions.

### Overview

The Mississippi Board of Nursing was operating out of an office overflowing with paper. They had difficulty retrieving historical documents and frequently misplaced important files and data. There were a myriad of file cabinets, boxes and bins all over their office filled with nothing but paper. They had noticed the RJ Young cars driving in the area daily, and heard positive feedback about their service. They decided to contact them about going paperless.

### The Problem

The most critical issue the Mississippi Board of Nursing was facing was the loss of documents and not having the ability to retrieve the documents efficiently. They are responsible for the licensure of over 55,000 nurses statewide which was all paper based. They would have to purchase file cabinets on a regular basis in order to keep up with the constant inflow of paper. Routinely they would need to have more than one person handle an application, which meant one person would have to stop work and pass the application off to another person. On average, that method would cause them to take 7-10 days to process an application.

### COMPANY/ ORGANIZATION

Mississippi Board of Nursing  
Jackson, MS

### INDUSTRY

Government

### SOLUTIONS

Automated Workflow  
Backfile Scanning

### BENEFITS

Improved Productivity  
Instant Access  
Cost Savings

Additionally, they had a goal of having paperless board meetings. During those board meetings, copies of all documents pertaining to a case were distributed to the board members and attorneys for both sides; therefore numerous amounts of paper would be needed. This would cost time in the process of copying the documents and the amount of paper used.

**We saved \$10,000  
a month by going  
paperless.**

**- Latrina McClenton**

*Director of Licensure & Practice, MS Board of Nursing*



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### The Challenge

First, the Mississippi Board of Nursing was faced with having to figure out what paper was necessary to their workflow. Since everything they did involved paper, they would have damage to the paper from multiple human interactions and sometimes lead to the document being lost. When handling an investigation, one person had to stop their process and hand the document to investigator. This would stop the workflow and cause delays with processing. Additionally, they were spending approximately \$10,000 a month on the cost of purchasing file cabinets, contract workers needed to file the documents, paper and postage. There was also need to decrease clutter and free up valuable office space.

### The Solution

The Mississippi Board of Nursing contacted RJ Young to aid them in the enormous task of transforming their outdated office and processes to become more efficient. RJ Young analysts sat down with them to assess their needs and go over their processes and workflow. The iSynergy® document management software platform was selected to meet their workflow needs. Now they would scan in a document once to upload into the iSynergy system. The documents could be easily matched up in the system by a common indicator such as an application number and create a file with all related documents. The document would be entered in the workflow path and instantly be available for the workers to start their duties and multiple processes could be done concurrently.

RJ Young was also able to find a solution to reduce the amount of paper used during their board meetings. The solution allowed them to scan the documents once and upload them to their system. Once uploaded, all board members and attorneys, equipped with iPads, would access the site and have the meeting minutes, case files and exhibits at their fingertips. This saved time and paper costs as well as having the board meeting operate in a more efficient manner.

### The Results

The Mississippi Board of Nursing was able to realize incredible cost savings of \$10,000 a month by reducing the human and physical capital costs of having an all paper office. They were able to reduce the processing time of applications from 7-10 days to 3-5 days using the new workflow and iSynergy system and streamling their board meetings.

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### About RJ Young:

RJ Young is an industry-leading office solutions and equipment provider in the Southeast. With innovative technology, services, and equipment, RJ Young provides solutions for every type of business. Solutions such as Managed IT services, Document Security services, Medical Office Document Management, business software, and Digital Printing ensure that their customers receive superior service. With office equipment ranging from small business copiers to enterprise level business copiers and multifunction printers, RJ Young's in-house copier leasing and "We Make It Right" guarantee allow customers to rely on their equipment and network, so they can focus on what truly matters - their business. To learn more about the different solutions RJ Young offers, visit [RJYoung.com](http://RJYoung.com).

