

# One Secure Platform. Total Visibility. — *How Western Reserve Turned Incident Management into Operational Strength*

INDUSTRY	SCOPE	SOLUTION
Acute Care Hospital	Enterprise-Wide	Clinect Incident Management

“ Before Clinect, incident reporting lived in email threads and paper forms. Now everything is tracked, assigned, and resolved in one place — and our compliance team actually sleeps at night.

— WES WRIGHT, CPXP, MANAGER OF PATIENT EXPERIENCE, WESTERN RESERVE HOSPITAL

## 01 — INCIDENT TRACKING

### One System for Every Incident Type

Western Reserve needed a single, consistent way to capture, track, and resolve incidents across the entire organization — without relying on email or paper.

With Clinect, every incident type now has a dedicated form and workflow:

- **Unusual Occurrences** — documented and routed immediately
- **Patient Falls** — tracked with full audit trail
- **Physician Peer Reviews** — secure, permission-controlled access
- **Security Issues** — real-time alerts to the right people
- **Staff Accolades** — QR code access for patients and staff in every office

## 02 — ACCESS & PERMISSIONS

### Everyone Can Report. Only the Right People Manage.

All staff have the ability to create incident reports the moment something happens — reducing the time between event and documentation to near zero.

But visibility and management are tightly controlled. Targeted user permissions ensure that only designated staff can review, assign, update, and close incidents once created.

- Open creation access for all staff — no barriers to reporting
- Role-based permissions control who manages each incident type
- Full audit log of every view, edit, and status change

**ACCOUNTABILITY AT EVERY LEVEL**

## 03 — RESIDENT SURVEYS

### Measuring the New Resident Experience

Western Reserve uses Clinect's self-serve survey capability to measure the experience of new residents — deployed via QR code for frictionless access at exactly the right moment.

- Custom survey designed specifically for new resident onboarding
- QR code access — no app, no login required
- Results feed directly into Clinect dashboards for trend analysis
- Identifies onboarding gaps before they become retention issues

## 04 — EMPLOYEE SURVEYS

### Internal Pulse: Satisfaction & Safety Compliance

Beyond incidents, Western Reserve sends internal surveys to employees to measure satisfaction and verify safety compliance — keeping leadership informed between formal review cycles.

- Employee satisfaction surveys distributed organization-wide
- Safety compliance surveys ensure protocols are understood and followed
- Results tracked over time to surface trends and gaps
- Closes the loop between policy and practice



## PLATFORM CAPABILITIES IN ACTION

### What Western Reserve Relies On Every Day

#### Customized Form Templates

Dedicated forms for Unusual Occurrences, Falls, Peer Reviews, Security Issues, and Staff Accolades — each tailored to capture exactly what matters.

#### QR Code Access

Staff Accolade forms accessible via QR codes posted throughout offices. New resident surveys deployed the same way — no login, no friction.

#### User Permission Controls

All staff can create. Only designated managers can review and resolve. Role-based access protects sensitive incident data while keeping reporting open.

#### Audit Log & Accountability

Every incident is automatically timestamped with who created it, who viewed it, and every change made — a complete chain of custody for compliance.

#### Real-Time Alerts

Care team members are notified the moment an incident requires attention — no delays, no missed follow-ups, no compliance gaps.

#### Employee & Safety Surveys

Internal pulse surveys measure staff satisfaction and safety protocol compliance — keeping leadership informed between formal review cycles.

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INCIDENT FORM TYPES IN ACTIVE USE

QR

CODE ACCESS FOR ACCOLADES & RESIDENT SURVEYS

100%

STAFF REPORTING ACCESS, ZERO SILOS

HIPAA

SECURED PLATFORM & AUDIT TRAIL

### About Western Reserve Hospital

Western Reserve Hospital is a physician-owned acute care hospital committed to delivering exceptional patient and employee experiences. With a culture centered on safety, accountability, and continuous improvement, Western Reserve sets the standard for community-based hospital care.

### About Clinect Healthcare

Clinect Healthcare is a patient experience intelligence platform built for healthcare organizations of all sizes. From incident management to patient and employee surveys, Clinect gives leadership the tools to capture what's happening, act on it, and prove it's working.