# Service Verification Notes Solution for A Human Services Nonprofit Organization

# Transforming Lives One Form At a Time

A well-established and internationally recognized human services nonprofit organization was looking for a partner that had the capability to enter thousands of service verification notes into a web application each month. Services are provided for children with physical, mental, emotional, and medical health challenges and data is required to be recorded and filed for compliance.

## Key Benefits

- **Reduce Cycle Time**
- **Extensive Quality Assurance**
- **High Data Security**

## Challenges of Paper Service Verification Notes

The challenges that this organization faced were caused by two factors: the large volume of service verification notes and the possibility of these double-sided forms to have both typed and handwritten information.

The information provided on these forms not only contained information on the service provider, but also a summary of each child's session. The time spend extracting the handwritten notes could easily create a bottleneck, reducing the efficiency and increasing the backlog.

They quickly found that manually entering this data in-house was not only time consuming, but it also ended up becoming very costly.

## What are the Challenges of Data Entry?

⇒ One of the biggest challenges is maintaining data consistency.

⇒ Before data can be used effectively, it needs to be cleaned and organized.

⇒ Slow cycle times increase your backlogs and decreases efficiency.

The accuracy of data was extremely important for this nonprofit organization who reached out to ARDEM because of the innovative quality assurance measures in place.

## Streamlining for Success

All service verification notes would be sent directly to ARDEM in batches of 100. Each batch had a unique identifying code that would determine where the service was provided and on what date. ARDEM took the initiative and had the service verification notes (SVN) digitalized to quickly and efficiently enter data into the web application.

By going paperless, it allowed ARDEM to document each SVN for a more efficient audit trail which allows for more accurate post entry quality assurance. One of the biggest benefits that the client noted was the fast turnaround and quality of work that was being done. Utilizing a multi-step quality assurance process, along with high data security procedures to ensure HIPAA compliance this nonprofit organization found ARDEM to deliver accurate data with a 100% on time delivery rate.

The impact made on clearing up the overwhelming backlog of SVNs was not only reflected by how much they saved in cost, but also allowed them to focus more on improving the lives and experiences of hundreds to thousands of different children.

**ARDEM's goal is to efficiently streamline your challenges in order to reduce your cycle times and increase data accuracy at an effective cost!**

**ARDEM** Incorporated Success Delivered