

Case Study

UMass Memorial Health

UMass Memorial Health Harrington is a not-for-profit, community-focused healthcare system serving south central Massachusetts and northeastern Connecticut. As part of the UMass Memorial Health system, Harrington encompasses a full-service acute care hospital, behavioral health services, urgent care centers, physician practices, diagnostic imaging facilities, and specialty clinics. Headquartered in Southbridge, Massachusetts, UMass Memorial Health Harrington has always demonstrated a strong commitment to enhancing patient care and operational efficiency while delivering high-quality, patient-centered care close to home.





Underreporting, Overreliance, and a Void of Visibility

Before implementing RLDatix's platform, UMass Harrington grappled with significant challenges linked to outdated systems and manual processes. Key issues included reliance on disparate tools, underreporting, and a lack of real-time data visibility. "Prior to being cloud-based, we were relying on one person. Whenever there were updates or maintenance required, that one person was the go-to, and it took a toll on them," shared Janell Forget, Associate Vice President of Risk Management of UMass Memorial Health.

Additionally, Harrington's pre-existing tools hindered reporting consistency across campuses, creating data silos. Christine McGlinchy, Risk Manager at Harrington, noted, "There was very little customization done to the product limiting the data that could be extracted."

These limitations not only strained internal resources but also made it difficult to identify trends, prioritize risks, and take timely action. The lack of a centralized system meant patient safety data was fragmented and underutilized, constraining Harrington's ability to drive continuous improvement and system-wide learning. Leadership recognized that in order to advance their safety culture, a more modern, integrated, and data-informed approach was essential.

RLDatix's Risk & Safety solution offered several advantages:

- Cloud-based infrastructure: Ensuring reliability without over-reliance on in-house personnel.
- Single sign-on integration with Epic: Reducing barriers to reporting and encouraging staff participation.
- Enhanced reporting tools and intuitive dashboards: Helping managers identify trends and drive improvements.

“The cloud is going to be the future for a lot of users. It has made the entire maintenance process seamless, removed manual reporting barriers, and introduced auto updates.”

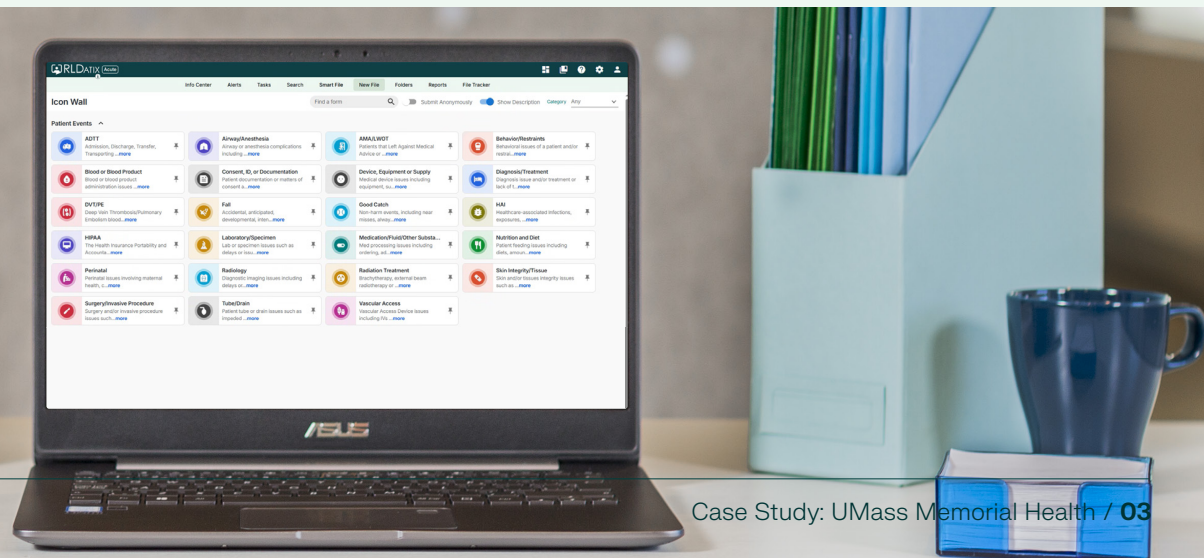
Max Zostant,
Project Coordinator, Harrington Risk Management

A Strategic Step Towards Standardization and Smarter Reporting

UMass Harrington partnered with RLDatix to implement their Risk & Safety solution as part of a broader initiative to standardize platforms across the UMass Memorial Health system, and to achieve their mission of improving reporting, standardization, and data-driven decision-making. The decision to pilot this solution at Harrington was strategic. As Forget explained, “Harrington was already on RL6, so transitioning them was a natural choice. They had gone through so many transitions; we wanted to prioritize them with this upgrade.”

The shift came at a critical time. Following years of fragmented systems and increasing demand for actionable data, leadership recognized the need for a modern platform that could not only unify reporting but also drive operational efficiency across the enterprise.

Harrington's role as a pilot site enabled the organization to test the solution's functionality in a smaller, more controlled setting, gathering lessons to inform enterprise-wide rollout. The pilot was more than a technical transition; it was a litmus test for adoption, usability and measurable improvement in how risk was captured and acted upon.



Redesigning Risk Culture Through Collaboration and Communication

Implementation at Harrington was a deeply collaborative effort that provided valuable lessons for systemwide adoption. In just 8 months, the transition brought together risk managers, IT teams, and frontline staff. McGlinchy described the process as intensive but impactful: “We ran a huge on-site campaign, walking the floors, giving out informational materials, and hosting one-on-one conversations. We emphasized why reporting matters and how it drives improvement”

The change wasn’t without challenges. Staff familiar with DatixWeb and other legacy systems expressed concerns about data continuity and workflow design. Zostant played a key role in easing the transition.

A strong foundation in Lean Six Sigma and a focus on continuous improvement helped guide communication, engagement, and education throughout the rollout, ensuring the shift was not just technical, but cultural.

“There was a lot of anxiety around customizing workflows and transitioning years of data, but we collaborated closely with RLDatix and leadership to meet state reporting needs and implement mandatory fields.”

Max Zostant,
Project Coordinator, Harrington’s Risk Management

A photograph of a space shuttle launching, viewed from a low angle looking up. The shuttle is ascending vertically, leaving a large, bright white plume of smoke and fire behind it. The sky is a pale blue with some light clouds. The shuttle's orange external tank and white solid rocket boosters are clearly visible.

Results That Go Beyond Reporting

UMass Harrington's implementation of RLDatix's Risk & Safety solution delivered measurable improvements across reporting, efficiency, and culture – setting the stage for an enterprise-wide transformation.

Increased Incident Reporting Compliance

With single sign-on integration and anonymous submission options, staff engagement in event reporting significantly improved. "We saw a marked improvement in staff engagement," said McGlinchy. "Before, things were just underreported because it was too much work to log incidents."

From Reactive to Proactive Risk Management

RLDatix's intuitive dashboards enabled managers to identify patterns and take action in real time. "Managers now have dashboards to review trends and take actionable steps," McGlinchy shared. "They see their fall numbers go down and understand how interventions are working."

A Scalable Framework for Systemwide Rollout

The pilot laid the groundwork for future expansion across UMass Memorial Health's other campuses. "The goal is to unify everything under one reporting system so that our data can finally work for us," said Forget.

Operational Efficiencies and Faster Support

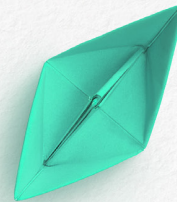
By moving to a cloud-based model, Harrington dramatically reduced the strain on internal resources. "RLDatix has been fantastic," noted Zostant. "When something went wrong after an update, we reached out, and they resolved it within a day. Previously, such tasks could take months."

A Culture Shift with Systemwide Impact

The results from Harrington go beyond metrics – they reflect a meaningful cultural shift towards accountability, transparency, and continuous improvement. With a modern, integrated platform in place, UMass Memorial Health is positioned to extend these benefits across the system, delivering safer care, stronger insights, and a more engaged workforce.

“It’s not just a software upgrade; it’s a culture change that shifts the way we think about safety and improvement.”

Christine McGlinchy, Risk Manager



Outcomes

6.7%

increase in reported risk events

improved ease of reporting and stronger frontline engagement

83%

reduction in average time to close risk events

accelerating issue resolution and driving faster organizational learning



RLDatix is on a mission to change healthcare. We help organizations drive safer, more efficient care by providing governance, risk and compliance tools that drive overall improvement and safety.

Our suite of cloud-based software helps organizations reduce healthcare-acquired infections, report on adverse events, and ensure patient safety learnings are deployed effectively and immediately through dynamic policy and procedure management.

With over 3,000 customers in 19 countries, RLDatix software protects hundreds of millions of patients around the world. For more information, visit www.rldatix.com.

