



Updating Documentation Storage at Bridgewell Physical Files Converted to Digital Format

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INTRODUCTION

Bridgewell is a non-profit state funded organization that provides a plethora of different services to vulnerable populations. The organization's goal is to create equal access to essential services for all. The organization has many different programs and anywhere from 1,300 to 1,500 employees at any given time. The majority of these employees directly interface with clients, facilitated by a relatively small administrative department of about 50-60 employees.

Bridgewell's main divisions are as follows:

- Disability Services
 - Residential, Day Habilitation & Career Assistance
- Recovery Services
- Homeless and Housing Services
- Specialized Services
 - Emergency & Planned Respite Autism Services



BACKGROUND

Bridgewell must run extensive background checks on all of their employees as they are regularly interacting with vulnerable individuals. These background checks include the following:

- Criminal Offender Registry
- Sex Offender Registry
- Driving Record
- Disabled Persons Protection Commission
- Office of the Inspector General Exclusions List

Bridgewell is mandated by the state of Massachusetts to run a national criminal background check on all of their employees to ensure the safety of their clients (Code of Massachusetts Regulations, 2016). Bridgewell is a state funded organization and they are subject to an audit from the state to ensure these checks are being run on all employees and that the checks and consent forms are maintained. While Bridgewell's compliance is excellent, there can be serious consequences if a criminal background check is not run or if the forms are not kept and maintained (Code of Massachusetts Regulations, 2021).

This means that it is of utmost importance that all of Bridgewell's employee files are organized and easily accessible. Preferably these files would be in a digital format safely stored and easily accessible via searching the company's online administrative database. However, many of these files are still in their physical form, as the organization switched to digital file keeping relatively recently in 2019.

OBJECTIVE

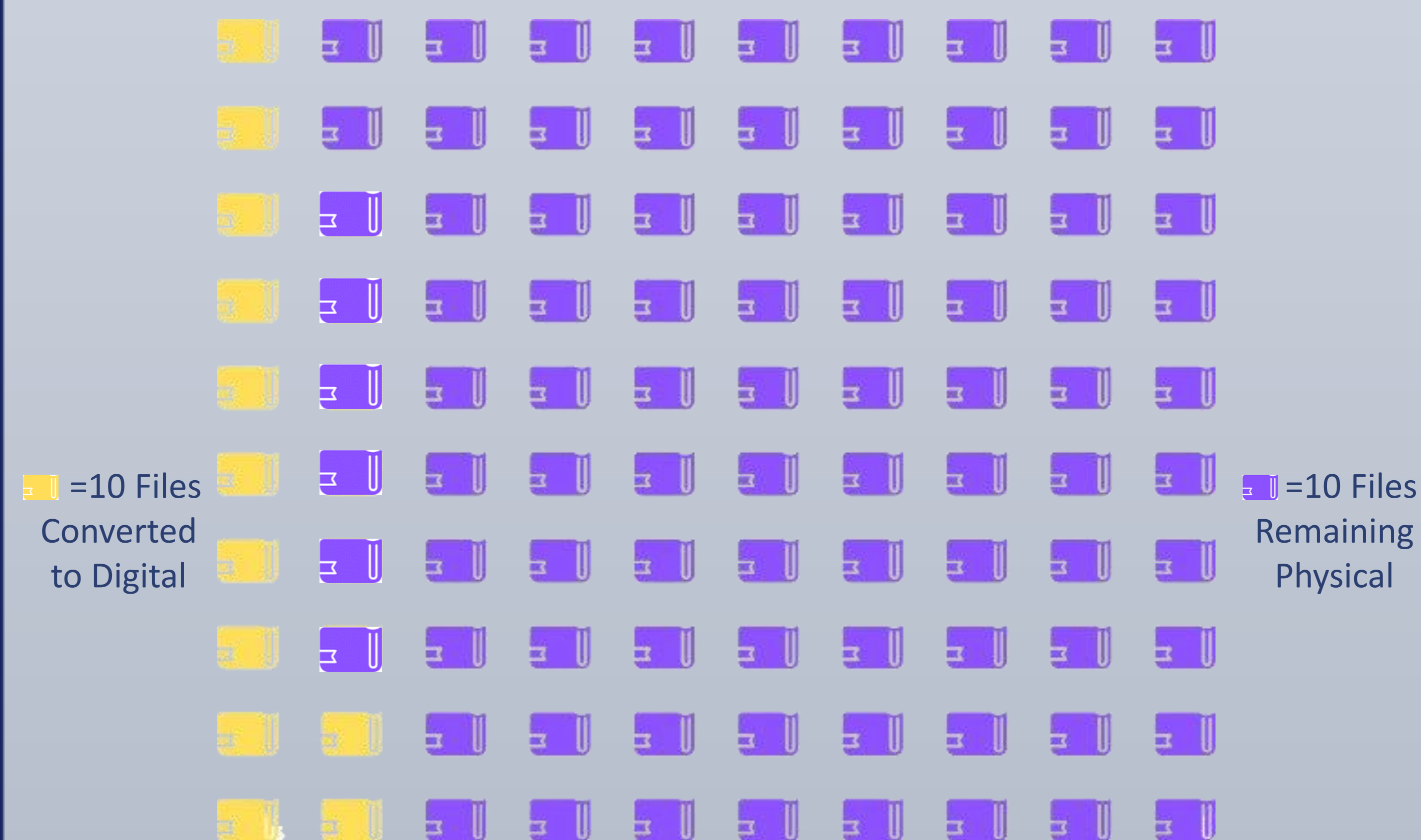
The objective of this project was to convert all physical files for active employees into a digital format in order to facilitate easy access to said files for staff and potential auditors.

METHODS

- The various forms and documents in each employee file were sorted into the following groups:
 - New Hire Paperwork
 - Background Checks
 - Certifications and Professional Licensure
 - Personnel Action Forms (Documentation of position or wage changes)
 - I-9 Documentation (Identification and Employment Authorization)
 - Miscellaneous Paperwork
- These files were then scanned into digital formats via the office copy machine
- The digital files were named with the employee name and by the content of the digital file
- The digital files were sorted into the digital employee folders

RESULTS

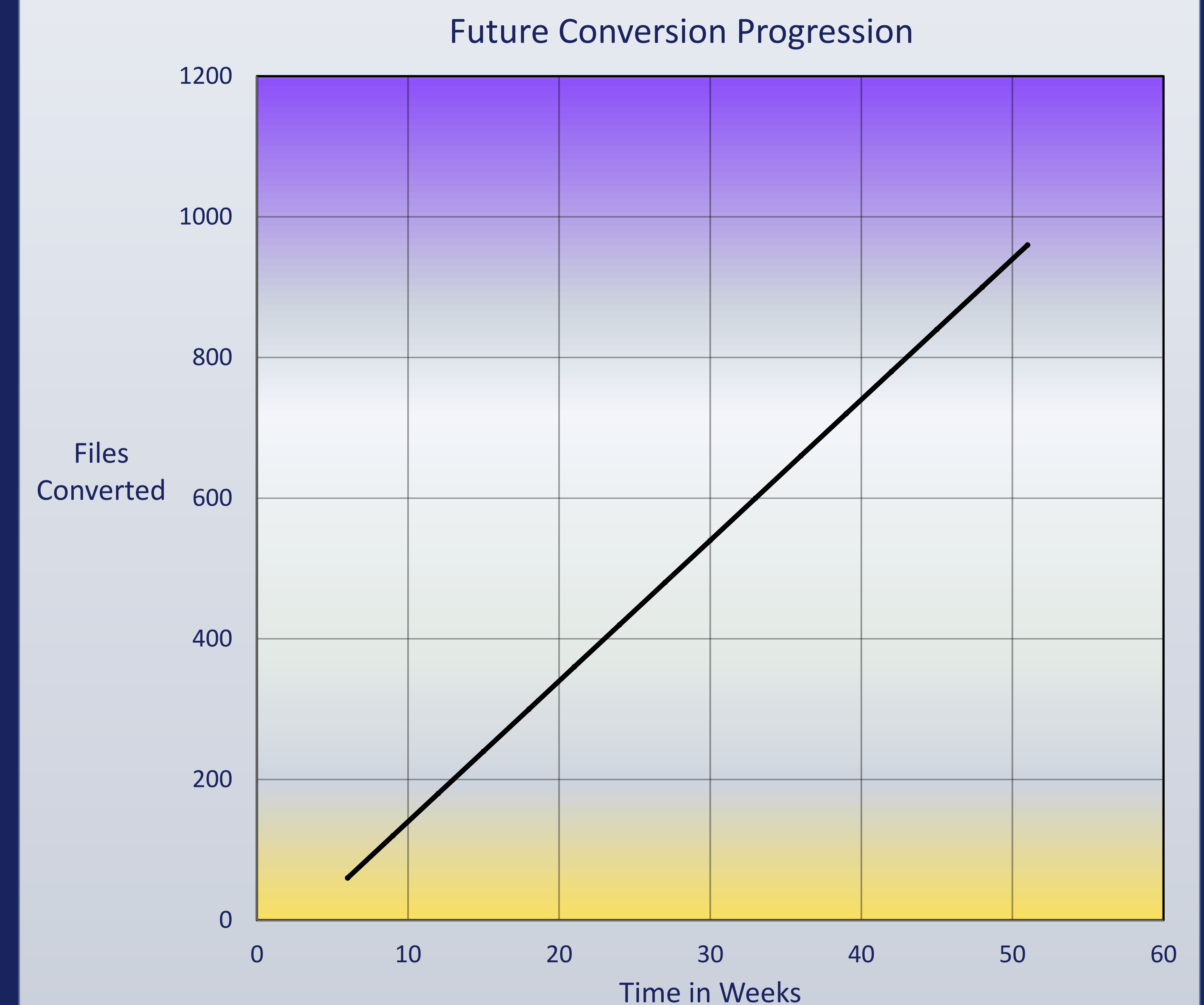
120 out of approximately 1000 physical active employee files were converted into a digital format. There was an average of 20 files scanned per week during the six weeks spent on this project. All converted files can now be accessed quickly and easily through Bridgewell's online database.



Digital Conversion Progress
12% Completion

CONCLUSIONS

While not all of Bridgewell's paper active employee files were scanned, an efficient methodology was established for the future of this endeavor. During the six weeks spent on this project four files were scanned per day. The following graph displays the potential progress of this project if this pace is maintained. At the rate of progress depicted below, the conversion process will be complete in 45 weeks by March of 2025.



REFERENCES

- Code of Massachusetts Regulations. (2016). *115 CMR 12.00: National Criminal Background Checks*. Mass.gov
- Code of Massachusetts Regulations. (2021). *803 CMR 2.00: Criminal offender record information (CORI)*. Mass.gov

ACKNOWLEDGEMENTS

Appreciation to my site supervisor Brad Bitler, recruitment and retention manager at Bridgewell, for his guidance throughout this experience.