

NAVEX™



NAVEX Customer Success Story

Accredited Care Changes Lives

"We were sure NAVEX case management would be a good investment. But it has turned out to be a great investment!"

Dave Wilber

COO and CCO Eggleston Services



Highlights



INDUSTRY

Not for Profit



NUMBER OF
EMPLOYEES

500+



CHALLENGE

Cumbersome paper
process of reporting.



SOLUTION

Web-based system
for reporting to speed up
the process.

Solution

SINGLE-PRODUCT

EthicsPoint®

INCIDENT MANAGEMENT

An organization's hotline reporting system serves many purposes, such as providing:

- A confidential place for employees to clarify policy and discuss or report concerns
- A communications channel beyond the rumor mill
- A way to direct employee questions to the appropriate resource
- An opportunity to provide guidance before a poor decision is made
- An early warning of issues or problem areas brewing in the organization
- A last internal stop for whistleblowers before they take an issue outside the organization to a regulator or attorney

[Download the Definitive Guide to Incident Management to Learn More](#)

To learn more about NAVEX E&C Incident Management® to schedule a demo, please visit www.navex.com or call us at

+1 866 297 0224.

Challenge: Ensuring Safety and Security of Employees

When Eggleston first started looking for an external hotline solution the organization had two goals in mind. First, Eggleston wanted to effectively ensure the safety and security of their employees and the individuals they assist.

Second, Eggleston wanted to ensure that the facility's exemplary accreditation is maintained via the important Commission on Accreditation of Rehabilitation Facilities (CARF) body. This provides the organization with independent accreditation of their excellent operations and offers prospective clients/customers, investors and regulatory bodies the assurance of Eggleston's reliability as a partner.

Solution: Reporting and Reacting with EthicsPoint®

Eggleston originally started working with NAVEX to implement an employee hotline. But the organization also wanted to more effectively track records against its two major goals – in particular, the capture and management of critical incident reports. Dave Wilber, the COO and CCO for Eggleston, wanted to expand his case management capabilities using a system his staff would use more consistently than the cumbersome and outdated paper process that was in place.

A further requirement of this new system was to create meaningful reports for use by senior management and outside agencies. To fulfill those needs, Wilber engaged NAVEX Professional Services to help him design a system that included a simplified web-based reporting mechanism and NAVEX's EthicsPoint case management software.

Results: Effective Training and Remediation Programs Improve Performance

Within six months of implementing the NAVEX solution, Eggleston saw a 98 percent increase in reported incidents (due to the ease with which employees could submit these reports) and a 1,500 percent increase in the reporting of "near misses." The increased awareness of these incidents/near misses enabled Eggleston to implement more effective and targeted training and remediation programs, improving the overall performance of their health and safety program. "Initially the increase might make you think, 'Oh goodness!' but it told us we had been severely under reporting with the old system," said Wilber.



Whistleblower Hotline Intake

Trusted by thousands of clients around the world, our hotlines help employees, customers, suppliers and other stakeholders quickly and easily report potential ethics and compliance issues. Our hotlines also provide you with the E&C data you need to inform your program, helping you spot trends and take corrective action before minor issues become major.

Incident Management: EthicsPoint®

Capture and investigate E&C reports from across your organization in a centralized database. Our EthicsPoint Incident Management solution gathers data from all of your reporting channels—including your ethics hotline, web intake, and reports forms for open door conversations—to create a systematic approach to documenting case assignments and streamlining workflow.

Awareness Solutions

Raise awareness of key E&C program components, including your hotline and key training messages, with NAVEX's proven awareness materials.

By implementing a customized case management report form to log all compliance-related tasks in the organization, time to gather relevant safety and health information needed by CARF surveyors has been reduced significantly, allowing them to focus on other areas of business consultation.

Along with training on the system, Eggleston provided additional employee training that focused on fostering an atmosphere free of blame and shame – a cultural “no fear” policy. They encouraged employees to report all incidents, regardless of fault, for the good of patients and an improved open work environment.

Eggleston's staff has seen additional improvements since implementation. The ease-of-access to the incident reports makes the process easier and simpler to complete in a timely fashion. Managers of sites now have access to all the information pertaining to their staff/scope and don't have to wait for the executive team to run reports, enabling them to make immediate changes and not wait for corporate to respond. In addition, by eliminating numerous duplicate reports, the organization saved time, increased privacy and lowered costs.

About Eggleston

Eggleston is a non-profit organization centered on providing opportunities to people with disabilities. With multiple locations serving the Hampton Roads area on both the Southside and Peninsula, Eggleston has been providing services for families and businesses for over 60 years.