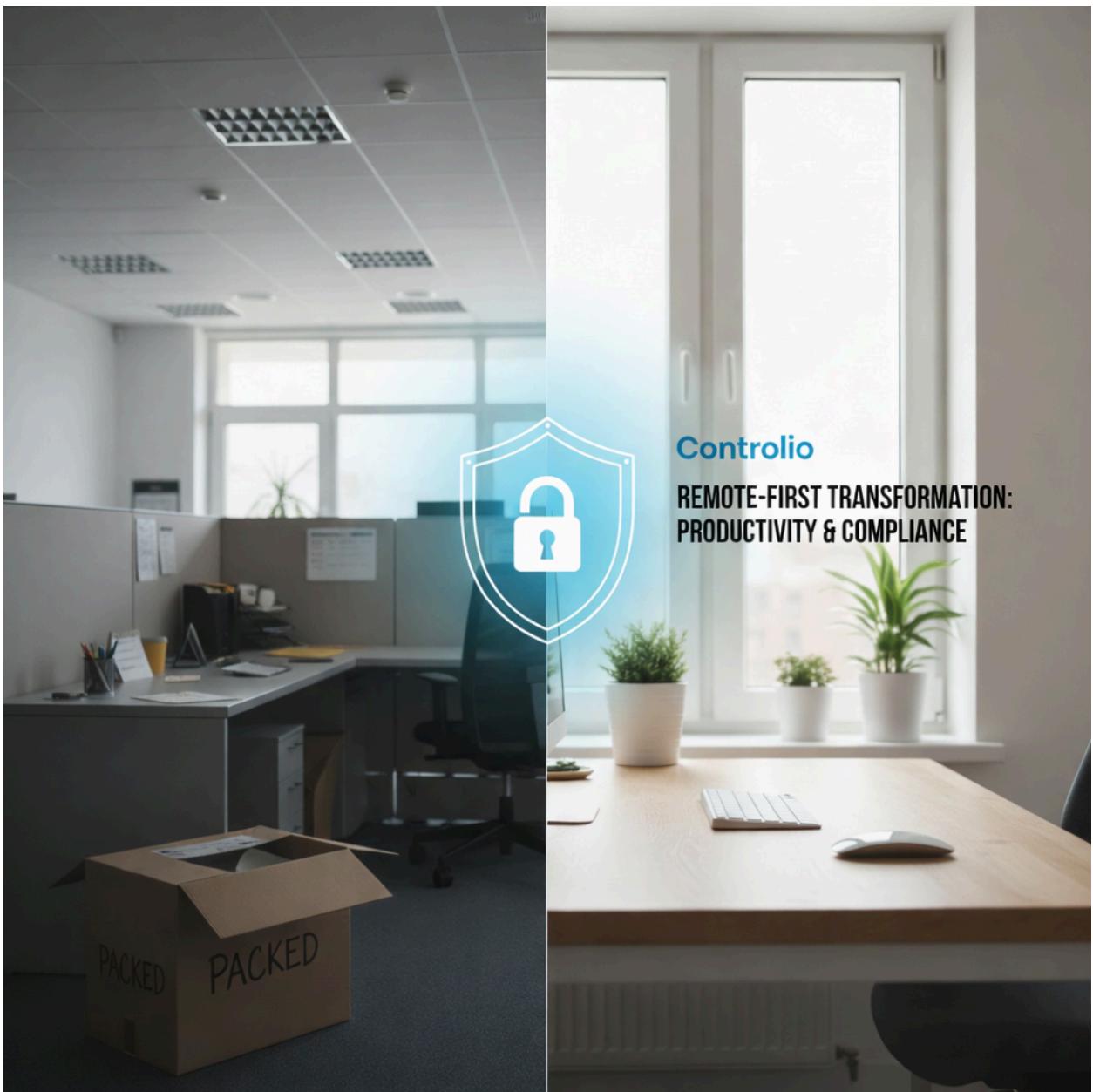# How a Healthcare Organization Transformed to Remote-First and Improved Productivity and Compliance with Controlio

Background

A national telemedicine organization recently moved to a remote-first model. But with a national workforce, they faced significant challenges in managing productivity and compliance as employees worked from home.

They implemented Controlio primarily to track employee performance, but soon after deployment, they realized they were using only a fraction of the platform's capabilities.

In redefining their strategy, they were able to scale up, identify performance issues, and measure productivity using metrics that mattered to them via custom APIs while maintaining HIPAA compliance at every data point.

Remote Work and Company Growth Require Simplicity and Scalability

The national healthcare system is complex, to say the least. The client works with doctors, clinics, and healthcare organizations in almost every state, each with its own regulatory mandates on top of federal laws. There was no room for error.

Employees had to stay productive to ensure seamless operations, and leadership did not expect to maintain in-office productivity levels. Adding to the complexity, their company was growing. Some departments had doubled in size to handle the additional volume. Traditional management strategies had become ineffective.

Controlio helped them monitor the workforce and track productivity at the employee level, enabling them to set realistic benchmarks and measure against specific KPIs.

From Basic Monitoring Features to Vital Business Intelligence

The landscape was new to the organization on many fronts. While Controlio offered a way to monitor their employees and gain insight into productivity, they did not immediately realize the full potential of the solution. The first two years consisted primarily of employee authentication, confirming presence, and enforcing compliance.

Over time, team leaders began to understand Controlio's capabilities and the value it could deliver in analyzing productivity levels. With these insights, management identified employees who were falling behind and provided additional training to bring them up to speed.

Similarly, they recognized exceptional work and leadership potential, revealing career paths that might not have been evident before.

Once Controlio's potential was realized, leadership worked with the company's IT teams to develop custom APIs to integrate with relevant systems and to build detailed reports highlighting specific KPIs.

A New Perspective on Hiring

In the first five years following the client's transformation to remote, productive output was up and down. Their initial thought was to hire more personnel, but Controlio's insights told a different story. Productivity was suffering as several employees were working at half capacity. Rather than adding to the workforce, they focused on boosting capacity by coaching the underperformers.

As a result, productivity and capacity improved significantly, adding value in many areas while saving hundreds of thousands on unnecessary payroll costs.

Today, analyzing productivity metrics is a key driver of recruiting decisions. With accurate data in hand, they hire smarter and can channel their resources into other areas.

Identifying High Performers and Potential Leaders

Over time, talent identification became a critical aspect of how the client used Controlio. The data not only highlights top performers, but it also reveals untapped potential.

For example, a high performer may be achieving all their KPIs but is still showing low productivity in Controlio. Though they are hitting their marks, there is untapped potential. You can approach the issue with the idea that, "You're doing great in just about every area, but your productivity isn't what it should be. Let's look at ways we can bring those numbers up to where they should be."

For low performers, the data is similarly concise, as are the processes required to get them up to standard.

For example, an employee might be quite active from a productivity standpoint but are producing lackluster results, indicating the need for further coaching.

To summarize: high activity and low results is a coaching opportunity. Low activity and poor results point to a performance management issue.

In either scenario, the software removes the guesswork. Basing the conversation on hard data takes bias and personal opinions off the table, letting you get to the heart of the matter quickly.

Improving Security and Identifying Compliance Violations

The Controlio platform also eliminates certain security issues that were raised as a concern in the early days of their remote transformation:

- Timecards cannot be altered.

- Controlio tracks all web activity, flagging inappropriate or noncompliant usage while on the clock.

- Compliance violations are identified before they escalate.

Controlio also simplifies compliance, a critical and high-stakes aspect of healthcare across state lines. For instance, each state has unique regulations, especially regarding controlled substances. Controlio supports rule-based compliance tracking, triggering immediate alerts, follow-up, and corrections before issues escalate, with complete documentation to support HIPAA and all relevant compliance frameworks.

Because the organization can track verifiable data with a full audit trail, concerns are resolved quickly without the need for a post-facto investigation.

In a remote environment where direct oversight is not possible, the client effectively enforced and managed company standards across diverse jurisdictions.

Custom APIs Unify Company Data

As the company grows, Controlio has become an integral tool for scaling and driving improvements across the organization.

As such, it has become more critical than ever to unify the data collected from Controlio. Working directly with Controlio, the client's IT team has

developed custom APIs to enable tactical management and gain vital business intelligence.

Being able to view metrics from a single dashboard has helped them make decisions that resonate value throughout the organization.

Success

From driving systemic change to culture building, compliance, and cost reduction, Controlio has helped the client gain unparalleled transparency and control of their human capital ecosystem.

According to the client, the quantifiable benefits of the Controlio implementation include the following:

● 98% compliance improvement vs. before Controlio, via verifiable audit trails and detailed documentation.

● A nationwide remote workforce is easier to manage and oversee than a distributed in-person staff.

● Accountability with company policies and legal compliance went from 72% to 100% for workers connected to the Controlio platform.

● The company saved more than $250,000 in new hires by optimizing productivity and enabling data-informed decisions for upskilling, training, and hiring.

● Talent can be easily identified and nurtured to ensure organizational resilience.

● Unified reports provide a basis for discussions with leadership and other key stakeholders, improving transparency and interdepartmental alignment.

"*We implemented Controlio to enable accountability in a remote environment, but its true value goes much deeper. Not only has it saved us hundreds of thousands in lost productivity and bad hires, but it has provided us with a platform for growth and reduced organizational risk through improved compliance.*"

–Chief Information Officer, Healthcare Org

To learn more about [Controlio for the healthcare industry](), [request a demo today]().

About Controlio (by EfficientLab LLC)

EfficientLab LLC is an independent software vendor providing high-quality and robust employee monitoring technologies. The first product, Work Examiner, was released in 2005. Controlio (released in 2017) is a web-based cloud system for employee surveillance on their work PCs that run Windows. You can easily monitor web and application usage and watch what's happening on your staff screens live or on demand. Productivity optimization is one of the reasons why you need a surveillance system. With Controlio, you can see productivity issues and organizational bottlenecks at their early stages and take care of them before they become big.