



Lifelong learning, improvement, and peak performance.



As the top-ranked hospital in New Hampshire and the state's only nonprofit academic health system, Dartmouth-Hitchcock serves more than 1.9 million people across the region of New England.

Advancing health and improving patient care through health sciences education and research, Dartmouth-Hitchcock uses SurveyMonkey Apply to collect accreditation applications, helping doctors and nurses develop and strengthen their skill sets.

THE CHALLENGE

Lengthy paper applications and a need for organization

Dartmouth-Hitchcock was challenged with managing lengthy and complicated paper applications and needed a solution to streamline their collection and review process. The Center for Learning and Professional Development is the hub for monitoring incoming submissions. On an annual basis, the Center collects more than 500 applications.

“The Microsoft Word forms were lengthy, difficult to fill in, and it was hard to track applications too,” says Jody Bradford, Learning Systems Analyst at Dartmouth-Hitchcock.

In response, the Center tried moving to basic electronic data collection to solve this issue. Though it removed the initial paper process, it uncovered other weaknesses related to the absence of a full online application solution.

“Applicants would end up starting the application process over and over again and then there would be multiple iterations of the same application in our system. We knew that there was something better out there; we just needed to find it.”

THE SOLUTION

A streamlined solution for applicants and administrators

At Dartmouth-Hitchcock, using SurveyMonkey Apply saves time for administrators and allows healthcare professionals to easily apply for accreditation of their events.

“I spent probably 6 months researching various products, coming up with a list of the ones we wanted to review. We had a requirement list that was pretty heavy, which meant there were not a lot of contenders that could meet the specs that we needed, but SurveyMonkey Apply was by far the most advanced of anything we looked at,” Jody mentions.

“Apply met all our basic requirements but then it exceeded. It blew us away that it had that kind of functionality.”

Behind many moving pieces at Dartmouth-Hitchcock, the Center for Learning and Professional Development works to support a mission of advancing health and improving patient care. By allowing healthcare professionals to apply for accreditation online, the Center can offer more opportunities than ever before.

THE TAKEAWAY

Easier access to opportunity

By streamlining processes throughout their organization and across departments and divisions, Dartmouth-Hitchcock created a more effective workflow for application programs that serve their community.

“The feedback that we’ve gotten from applicants has been really positive. They say it’s much easier than what we were doing before, it’s a big time saver, and they really like having a central place to submit their forms and check on the status,” says Jody.

“Making the process easier and accessible to anyone from anywhere allows for more programs to be submitted, more activities to happen, and ultimately more education to be offered through our department, which is exactly what we want to achieve.”

Company

Dartmouth Hitchcock

Use case

Accreditation applications

Product

SurveyMonkey Apply

Success factor

Organized process between departments and divisions