

CASE STUDY

Canadian Association of Emergency Physicians

1

1 hour of daily staff time saved due to streamlined processes and increased efficiencies

60

Less than 60 days post implementation for CAEP to see a rise in donations

0

0 time now spent on manually updating prorated memberships

How CAEP breezed through implementation to reinvent the member and staff experience

The Canadian Association of Emergency Physicians (CAEP) advocates for emergency physicians and their patients, advancing the development of clinical guidelines and national standards.

With over 2,000 members, CAEP provides continuing education and fosters research in emergency medicine. To support its members and amplify its mission, CAEP needed full association management software (AMS) capabilities. CAEP chose NetForum optimized implementation to streamline staff operations, enhance the member experience, and advance its mission.

NetForum solutions



- ✓ Membership Management
- ✓ Fundraising & Donations
- ✓ Committee Management

“As soon as we kicked off the implementation the team was amazing. Our Project Manager kept us on track with weekly check-ins. Everyone was amazing and really responsive. We did the implementation through holding our annual conference with 1000 delegates. The team did an excellent job at working around those blackout dates. It was not stressful at all and we finished with time to spare.”

Christina Bova

Director, Member Engagement and Advocacy

CAEP



Summary

To best support emergency physicians and advance emergency medicine guidelines, CAEP searched for a fully functioning AMS. With no IT staff, CAEP needed an AMS without all the bells and whistles that accompany complex tech solutions. CAEP wanted an AMS that was user-friendly, intuitive for staff and members, and efficient to implement. CAEP chose NetForum optimized implementation, resulting in fixed costs, stable infrastructure, and robust features.



Challenges

CAEP's previous AMS initially seemed robust; however, it was missing key functionality that led to costly fees for patches and platform updates. CAEP's previous system experienced significant lag time, causing staff and member frustrations and leading to a loss in revenue. Facing an impending software renewal, CAEP needed a quick solution to avoid resigning an unwanted contract. CAEP turned to the NetForum optimized implementation.



Results

CAEP's optimized implementation of NetForum was a great success. While the implementation occurred during CAEP's major annual conference, everything went smoothly, and the software launch completed with time to spare. With NetForum, CAEP staff now have an easy-to-use system, key functionality that was missing in their previous system, and responsive tech support.



“CAEP is a mid-sized organization without IT staff. With our previous system, it took a lot of effort and revenue to install necessary updates and patches. Now that we use NetForum, we don't have to worry about updates and we don't receive surprise invoices anymore.”

Christina Bova

Director, Member Engagement and Advocacy

CAEP



CAEP | ACMU

Canadian Association of Emergency Physicians

As the national voice of emergency medicine (EM), the Canadian Association of Emergency Physicians (CAEP) provides continuing medical education, advocates on behalf of emergency physicians and their patients, supports research, and strengthens the EM community. In cooperation with other specialties and committees, CAEP also plays a vital role in the development of national standards and clinical guidelines, leading excellence in EM across Canada.

2300
MEMBERS

28
COMMITTEES

