

Case Study: Palm Beach Pathology Meets High Policy and Procedure Standards

Case study overview

Customer Profile

Based in Palm Beach, Fla., Palm Beach Pathology provides comprehensive laboratory and diagnostic services in Florida and the southeast United States.

Challenge

Palm Beach certifies under CAP (College of American Pathologists) accreditation which provides a quality practice blueprint for laboratories to follow. To receive accreditation, labs need to demonstrate existence of a variety of policies on a two-year accreditation cycle.

Solution

PolicyTech's Policy & Procedure Manager™ (PPM) software allows for internet-based storage and access of important documents, readership tracking, and automated review and approval of important documents.

About PolicyTech

PolicyTech develops and provides web-based software that manages policies and procedures in a convenient, reliable way. PolicyTech software has become the policy management software of choice for companies in a variety of industries including government, health care, education, and finance.

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“Policy & Procedure Manager is helping us get organized. It is going to make our CAP (College of American Pathologists) inspection a breeze because we will be able to pull out the appropriate policy immediately when the inspectors are looking for it.”

--Rachel Atkins, Palm Beach Pathology

Summary

Palm Beach Pathology needed to move important policies and procedures from paper binders to a more efficient policy management system that would improve their College of American Pathologists (CAP) inspections.

Moving Policies from Binders to the Internet

Palm Beach Pathology, like most reputable pathology labs, maintains a variety of policies and procedures that run the lab and maintain CAP accreditation. Like many labs, they also faced the challenge of keeping policies and procedures up to date and organized. Their system of papers and binders created multiple copies in multiple locations and led to confusion and a lack of accountability.

“When you do everything manually you have to review everything, you have to initial it, and put the date on it. If you forget to put your initials and the date at the bottom you are deficient,” said Rachel Atkins, Palm Beach Pathology Director of Information Systems.

One day, as part of a CAP inspection team, laboratory manager Judy Collins discovered PolicyTech's Policy & Procedure Manager (PPM) in use at the CAP member lab.

“As a CAP inspector and a CAP inspected lab ourselves, I was quite impressed when I saw that they were using PPM,” said Collins. “I was impressed by the fact that you could completely track your documents and who had reviewed them and when.”

Now inside Palm Beach Pathology, PPM tracks who has read each document by requiring readers to verify they have both read and understood documents assigned them. By containing all of the important policies and procedures in one central location on an internet-based application, only the most current policy is available and they never get lost.

With PPM's robust search capabilities, inspectors can quickly view any document along with a report of its readers and any other vital information.

“Policy & Procedure Manager organizes all of that and make us more efficient,” Atkins said.