

San Juan Regional Medical Center – PolicyTech™ Case Study

Summary

PolicyTech™ Policy & Procedure Manager™ slashes six months off of a hospital's policy process and maintains policies in one easy to access location.

Challenge

The San Juan Regional Medical Center employs more than 1400 employees to help meet the healthcare needs in the Four Corners area of Arizona, Colorado, New Mexico, and Utah. SJRMC needed a system for connecting its policies with its seven healthcare facilities located outside of the main hospital in San Juan County as well as improve its policy management system.

The challenges that faced the SJRMC include:

- Ninety managers are involved in writing and creating policy
- SJRMC includes seven healthcare facilities throughout San Juan County
- Each policy passes through an average of six levels of approval
- The policy process took from six to nine months to complete
- A need to modernize and regulate the policy process for updates and approval
- A need to centralize the storage and access of hospital policy
- Implement a solution as quickly as possible allowing employees to stay updated on all policy and procedure changes
- A need to maintain policy in compliance with Joint Commission standards.

Solution

PolicyTech's Policy & Procedure Manager.

Result

San Juan Regional Medical Center indicates that adopting Policy & Procedure Manager:

- Reduced the policy process from about nine months to an average of 90 days
- Greatly improved the policy updating process
- Confirmed readership of hospital policies and procedures
- Keyword search improved access to important policies
- "It has helped us get organized and have an actual process for policy management"

Case Study Details

San Juan Regional Medical Center consists of seven healthcare facilities in the Four Corners region of northwest New Mexico that also services parts of Utah, Colorado, and Arizona. SJRMC employs over 1400 personnel and has a medical staff of 130 physicians as it provides a wide variety of medical services to a widely dispersed population. SJRMC is a locally owned and governed hospital with strong community ties dating back to 1910. Two local physicians originally started the small, eight-bed facility that has grown into a 240-bed non-profit company with seven facilities in its organization.

SJRMC needed to find a way to effectively manage its policies in one central location and to improve the policy creation process by making it faster and more reliable with increased accountability. At SJRMC a typical policy passes through six entities, including various levels of document owners, reviewers, approvers, and committees, before it becomes official policy. "Policies were taking sometimes six months to a year to go through everyone's hands," said SJRMC policy management administrator Kelli Marsh. "We thought 'there's got to be a better way.'"

Another problem facing SJRMC was storage. Prior to using Policy & Procedure Manager SJRMC did not have a central way to store and track their policies—many of which existed in a hard to modify typewritten format. Additionally, SJRMC's previous document management system for their electronic policies did not provide reminders of updates or possess the capability for a structured review and approval cycle.

When SJRMC selected PolicyTech's Policy & Procedure Manager software they were looking for a cost-effective solution to handle their policy management more efficiently and quickly. "We had two other software companies that we narrowed the list to," said SJRMC Cardiac Patient Services Manager Barbara Galvich. "However, we didn't feel there were any other options based on the criteria we wanted to meet that would accomplish what we needed to accomplish without using the (PolicyTech) software."

After implementing PolicyTech's Policy Manager SJRMC cut policy production time down to about 90 days on most policies. During the policy process Marsh can easily identify a stalled document and keep it moving in case a reviewer is on vacation or otherwise unavailable.

Marsh also holds the responsibility of training each of SJRMC's 90 managers in the use of Policy & Procedure Manager for their policy needs. "Once I get someone into the system and train them on it they can see how it flows and it is easy for them even if they thought it was going to be difficult," said Marsh. In this way she is able to effectively manage hospital-wide policy as well as department specific policy with the same system to eliminate conflicting or redundant policy without sacrificing accountability.

Now that she has the system up and running Marsh feels it makes her job much more manageable.

Policy & Procedure Manager's pre-designed system of reviewers and approvers also helped SJRMC structure their policy manager in a way that didn't previously exist. "It has helped us get organized and to have an actual process for policy creation," Marsh said.

Marsh feels that Policy & Procedure Manager has had a positive effect on SJRMC's policy management system and that it helped the hospital function more effectively.

"I think we've already achieved our return because the system is organized. Things are getting done in a timely manner now; we're not waiting six months to a year to get a policy approved," she said.

Galvich felt Policy and Procedure Manager provided the correct solution for SJRMC's policy management needs.

"PolicyTech met all of our criteria at a competitive price in a web-based, easy-to-use platform," Galvich said.

Policy Technologies International Inc. (PolicyTech) develops and provides web-based software that manages company or government policies and procedures in a convenient, reliable way. PolicyTech software has become the policy management software of choice for over 400 companies in a variety of industries including government, health care, educational, and financial as well as in non-profit organizations. With a slate of recent government regulations pressing the need for corporate responsibility to an all-time high, PolicyTech policy management software is the solution for quality assurance and enforcement of best practices.