PolicyStat™

Applying Digital Policy and Procedure Management into your Integrated Care Network
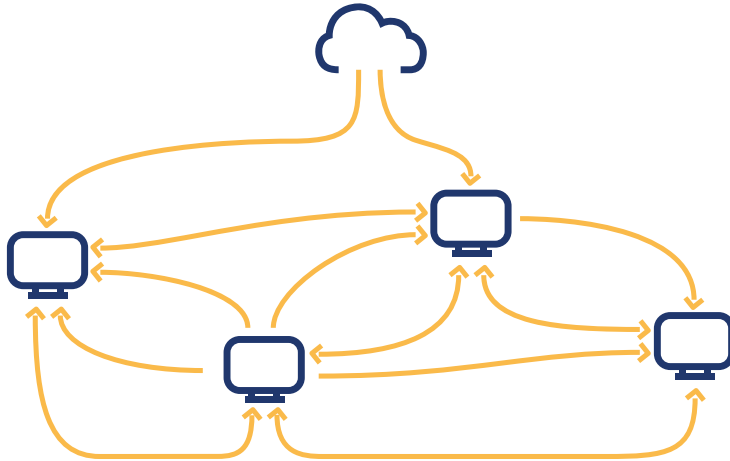
A guide for healthcare organizations with multiple facilities and locations

INTRODUCTION

When it comes to integrated care networks, does bigger equal better?

While large healthcare networks can sometimes feel overwhelming to navigate, a single point of access to best-in-class physicians and services can be reassuring to patients and families. It also provides a major competitive advantage for healthcare networks.

To grow and continually serve patients with the highest level of care, today's integrated healthcare networks need to stay competitive. One advantage to meeting this goal is ensuring your policies and procedures are fully compliant. It not only ensures financial stability and future growth, but also provides a clear footprint across multiple facilities and locations.

Whether that growth comes through strategic alliances or acquisitions, healthcare systems must deliver highly coordinated quality care across multiple facilities and locations.

Staying compliant with constantly changing rules and standards also means having the most current policies and procedures in an easy to find and accessible repository. Because let's face it -- folder-based policy and procedure management systems can't be updated or accessed fast enough to pass an audit.
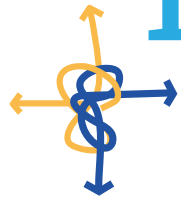
To help you further navigate this challenge, we've prepared this three-part guidebook that explains how to make policies easy to find, manage, and access across multiple sites without waste, duplication, or risk of data loss.

It starts with what's often the most daunting challenge -- getting everyone on the same page.

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PART 1. MAKING THE CASE FOR CHANGE

THINGS TO FOCUS ON

1 **The system-wide pain of inefficient policy and procedure management.** Duplicated content stored in multiple departments and in different formats creates extra work, confusion, and compliance risk for all stakeholders. Acknowledge each audience for accepting the challenge of having to do more with less.

2 **Shared values.** In an integrated network, competition can be intense for information and digital technology resources, which can lead to internal division. Remind each audience of the role they play in delivering the highest possible patient care, and the difference that commitment makes in the lives of families, perhaps even their own.

3 **Gain buy-in from key leadership.** You'll need a visible vocal endorsement from leaders in administration, clinical services, finance, nursing, and physicians' groups to gain and maintain traction for an effort of this magnitude. Don't be shy about asking senior leadership for their input and support. Most will be flattered and willing to be quoted or included at key moments.
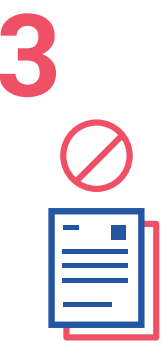
THINGS TO AVOID

1 **Criticizing the way policies and procedures are currently managed.** Remember that the current process may have been developed by people whose support you'll need to replace it. Stress that the current system wasn't built for the compliance challenges of today.

2 **Arguing with dissenters.** Even if everyone agrees that the current system is broken, they may not agree with your vision for fixing it. Listen to their objections, and later show them how their input shaped the final recommendation. The more that stakeholders see their concerns and suggestions being reflected in the new system, the more likely they'll be to support it and encourage others to do the same.

3 **The appearance of departmental bias.** In large, integrated organizations, it's common for caregivers to heavily question the need or even deny the request for change. Given these situations, you'll want to provide details and examples of how an efficient, streamlined policies and procedures management system will make their lives easier and contribute to a higher level of patient care.

Every organization is unique, but in our experience working with hundreds of clients, keeping these principles in mind will greatly increase your ability to get everyone on board and excited to implement a policy and procedures solution that changes business operations for the better.

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We won't lie.

Change is hard, especially when people are accustomed to accessing and managing policies and procedures in a way that is confusing, time-consuming, and outdated.

But tough as change can be, operating without built-in efficiencies is even harder. Especially when it doesn't have to be that way.

Still, until your staff experiences the efficiency of cloud-based policy and procedure management for themselves, it may be difficult for them to imagine not having to spend hours searching a shared drive and sorting through duplicate versions of policies to prepare for an audit.

Then, of course, you'll have to be prepared for those who will assume that migrating existing policy documents means weeks of extra labor to get them loaded into the management system.

PolicyStat's solution will alleviate this assumption.

It's about time. And by "it," we mean IT.

No matter what your size, time is the most limited resource in any healthcare network. That's why the goal should be to allocate as much of it as possible to focusing on patient care, instead of duplicating policy revisions or chasing signatures.

It's only natural for stakeholders across the network to be apprehensive about potential disruptions to workflow and the impact on patient care during the content migration process.

Among the most apprehensive will be your IT team, who will express concerns over the amount of time and resources it will take to implement a new system. However, PolicyStat's solution will require little, if any, involvement from their department.

Quelling IT leadership's concerns can successfully pave the way toward implementing a digital policy and procedures management system. The PolicyStat team can help you make your case with the facts and is committed to supporting you as you work to overcome internal fears about system change, network security, and staff training.

We'll also provide business cases from other integrated care networks and access to decision-makers who have faced similar challenges.

Being able to share the experience of other leaders in similar organizations helps you avoid costly mistakes throughout the transition to a cloud-based document library. It also lets you benefit from the breakthroughs and insights of those who have successfully implemented a PolicyStat document management solution.

By using the actual experience of other care networks, you'll not only gain buy-in from key leaders in finance and administration, but you'll also be able to prove that it's possible to eliminate the confusion, wasted time, and mistakes that result from outdated, inconsistent, and poorly-designed document formats.

In fact, armed with a well-informed perspective from multiple data points, we'll help you demonstrate that not only is it possible, it's imperative.

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PART 2. CHART YOUR PROGRESS

While the destination can be breathtaking once you've arrived, making a successful transition to a cloud-based policy and procedure management system from whatever process you're currently using is a journey.

After hundreds of implementations, we've learned that stakeholders will be more comfortable and cooperative with a map that clearly lays out checkpoints and tasks along the way.
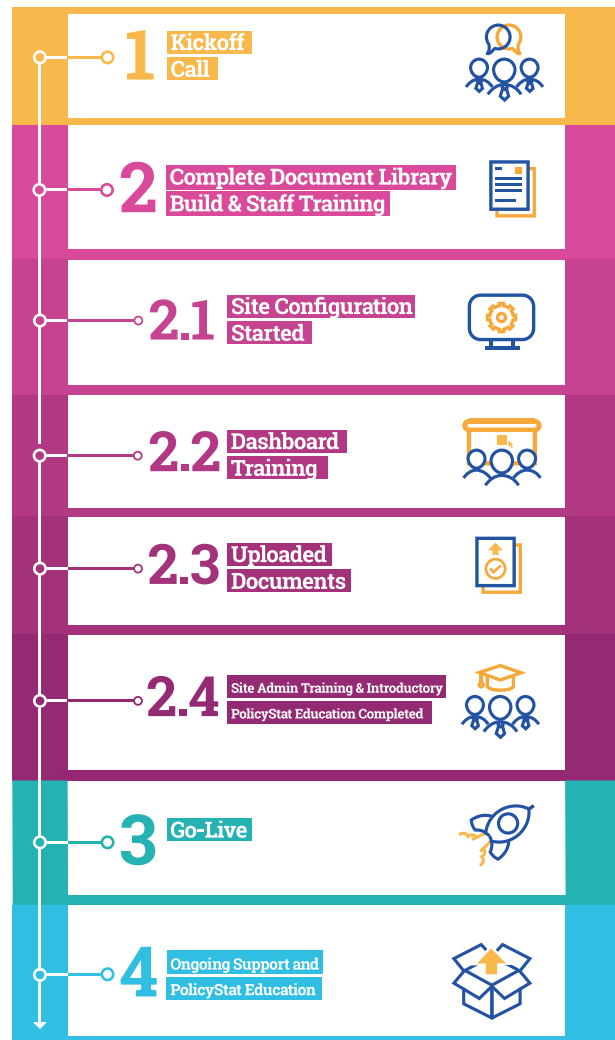
And we don't mean an idealized version of the process that ignores the reality of human involvement. To keep processes seamlessly moving full speed ahead, you'll want to paint a clear, cohesive picture of progress to keep players committed to the process and motivated to stay engaged.

The good news is, we already have the map. It's a template for success, because it lays out:

- An overall implementation timeline

- Implementation steps and key project milestones

- Tasks, timing, and persons responsible at each step

- How and when documents are configured

- A training schedule and go-live date

The last thing you need is operational disruption during the process. Therefore, you'll want to recommend a platform that's been proven across many demanding healthcare businesses and operational models. You'll also want one that can be adapted to any organization and timetable, and allows business to proceed during the transition.

Unlike solutions with rigid requirements and inflexible parameters, we provide a framework for implementation, recognizing that every project entails unique goals, technical challenges and constraints, and operational scenarios.

1 Kickoff Call

2 Complete Document Library Build & Staff Training

2.1 Site Configuration Started

2.2 Dashboard Training

2.3 Uploaded Documents

2.4 Site Admin Training & Introductory PolicyStat Education Completed

3 Go-Live

4 Ongoing Support and PolicyStat Education

The partner you ultimately select needs to demonstrate the process they will follow for upgrading the archive of policies and procedures that dictate how your network operates. They must also ensure the safety of patients and staff.

With PolicyStat, you'll get a detailed map to walk you through the entire journey from start to finish.

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PART 3. COLLABORATE UNTIL THE COWS COME HOME

When it comes to making a difference in the lives of patients, policy and procedure management isn't why your staff puts on their scrubs. But in organizations where people are already stretched thin, updating policies and procedures and making them available can be a tail-chasing exercise in inefficiency.

Contributing to the chase are audit deficiencies that can affect an entire department or even a clinical service line when there is the possibility that accreditation could be withdrawn or withheld. That's a dire scenario, but the potential is real, and it can lead to lost community confidence and financial instability. When that happens, everyone suffers.

That's why your network needs an integrated policy and procedure management system that makes compliance easier for everyone. As a result, the quality of patient care – as well as the public's perception of it – can remain high.

Fortunately, PolicyStat's system is geared toward healthcare systems with multiple service lines and locations. With PolicyStat, you get a clearly-defined, standardized policy and procedure system with digital workflows and process management.

For example, instead of department leaders arguing over whose format is best to present policies and procedures, authors can collaborate with others in the network to create consistent documents with a standardized look and feel.

Additionally, added features such as task notifications, web-based accessibility from any device, and the ability to work in real time greatly contributes to productivity and reduces inefficiencies.

Now, caregivers can see which policies apply to the entire health system and which policies apply solely to their location. System-wide policies can also be easily sent to all employees to ensure they have read and acknowledged the document.

Sharing best practices and standardized care across the system helps your workforce not only be more effective, but also positions them to be better caregivers. New or updated policies are easier and quicker to access and acknowledge, which further increases the likelihood of passing audits. It also gives everyone opportunities to deliver best-in-class patient care. And that alone is a policy worth standing behind.

Allow us to demonstrate.

Watch our demo to learn how you can move away from spending thousands of hours on policy and procedure management and move toward delivering a higher continuum of care.

Of course, you can also contact us to set up a live demo. You'll quickly see why we have a 99 percent client retention rate and a 99.8 percent customer support satisfaction score.

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