



CASE STUDIES

Georgetown Community
Hospital

Background

Georgetown Community Hospital is a 75-bed, acute care facility with a history of providing excellence in healthcare. Georgetown has been named as one of the "Best Places to Work in Kentucky" for five out of the last six years.

By continuing to add new medical services and growing the number of specialist and primary care physicians, the hospital has experienced a record number of surgeries, admissions, outpatient procedures, and ER visits. The hospital features an award-winning ICU, Medical and/Surgical Unit, and 24-hour Emergency Services Department.

Georgetown Community Hospital is part of the growing family of hospitals owned and managed by LifePoint. Established in May of 1999 as a spin-off of HCA, Inc., LifePoint owns and operates general acute care hospitals located in growing non-urban communities.

Challenge

Georgetown's Department Heads were all handling their own policies with very little consistency and efficiency. Policies had different formats and headers, and they were taking too long to get updated.

The challenges that faced Georgetown included:

- At least 30 managers were involved in writing, editing and creating policies.
- Each policy went through approximately four different approval processes.
- The policy approval process took an average of five months.
- There was no automation or tracking once a policy began the approval process.
- Searching and retrieval was difficult.
- Policies were located in multiple locations and systems.

Solution

Georgetown evaluated a number of different solutions and chose PolicyStat's Policy Lifecycle Management Solution. Paige Porter, Director of Pharmacy at Georgetown Community Hospital said, "There were a number of factors that we considered before we made the decision to go with PolicyStat. One of our biggest initial concerns was user-friendliness. We have a diverse background of people with varied sets of computer skills and abilities. We found that the PolicyStat solution provided the greatest benefits with a very simple user interface."

Summary

Georgetown began implementation in January 2010 and to date is managing roughly 2,000 policies with the system.

Some of the benefits they are experiencing are:

- Creating and editing new policies and managing existing documents.
- Tracking existing policy approval flows.
- Measuring turnaround time by individual and department.
- Improved staff efficiency and overall policy use.
- Organizing their policies in one central database.

About PolicyStat

PolicyStat is an Indiana-based corporation providing an industry-leading policy lifecycle management solution for healthcare organizations. The PolicyStat solution increases productivity while enhancing quality and compliance management. PolicyStat's Software-as-a-Service (SaaS) offering enables short customer deployment timelines by both minimizing IT staff involvement and providing vital implementation services. For more information, visit www.policystat.com.

