



CASE STUDIES

Jewish Hospital & St.
Mary's HealthCare

Background

Jewish Hospital & St. Mary's HealthCare (JHSMH) was created when two health systems joined together in 2005 – Jewish Hospital HealthCare Services and CARITAS Health Services. The merged company is a major regional health network headquartered in Louisville, Kentucky and includes more than 70 healthcare facilities. JHSMH employs close to 7,500 team members and has upwards of 1,412 licensed beds.

Jewish Hospital – the flagship facility of JHSMH – opened in 1905 as a 462-bed, internationally renowned, tertiary referral center located in downtown Louisville. The high-tech facility develops cutting-edge advancements in minimally-invasive surgery, hand and microsurgery, heart, lung and emergency care, orthopaedics, neuroscience, and organ transplantation.

Challenge

The policy and procedure strategy of JHSMH needed updating. The system's five primary hospitals all maintained their own sets of policies and procedures. Very little communication and coordination existed between the locations in terms of sharing policies, discussing best practices, and centralizing policies into one common repository. Debbie Howell, JHSMH policy and procedure manager, was brought in to fix the problem.

Challenges facing JHSMH included:

- At least 130 managers/directors were involved in writing, editing and creating policies.
- Collaboration with others was limited.
- Three different approval stages were needed for each policy.
- The policy approval process took an average of five months.
- No automation or tracking was in place once a policy began the approval process.
- Searching and retrieval was difficult and time-consuming.
- Each facility housed its own policies, so there were often five different policies on the same subject.

Solution

JHSMH evaluated four different solutions and eventually chose PolicyStat's Policy Lifecycle Management Solution. Howell said, "There were a number of factors that we considered before we made the decision to go with PolicyStat. We had a large group of people on our evaluation committee, including two outside consulting organizations that JHSMH brought in to help and orchestrate the evaluation. After a considerable amount of time and various vendor demonstrations and meetings, our evaluation committee chose PolicyStat." Howell said, "We had a formal evaluation sheet that each member completed as we met with the vendors. After a very thorough evaluation on product functionality and taking into consideration the overall costs to implement this solution for a health system our size, we determined that PolicyStat was our best choice."

Summary

JHSMH began implementation in March 2010. They were able to immediately begin using the system to:

- Create new policies within the system.
- Track existing policy approval flows automatically.
- Measure turnaround time by individual and department.
- Improve efficiency of their staff.
- Improve overall policy use.
- Organize their policies in one central database.
- Integrate with Active Directory for easy user management.

With just over 4,500 policies loaded into PolicyStat, JHSMH was almost completely finished with its implementation by April 2011. "This was no small feat, considering where we started," said Howell. "We have taken basically five hospitals that were almost entirely independent of one another from a policy and procedure perspective and brought them together under one roof."

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 simultaneously 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.