

Nemours

One of the nation's largest children's health systems



Case study



POLICYMEDICAL

The Leading Provider of Policy and Procedure Management Solutions for Hospitals

Nemours

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Jodi Schirling
Director, Medical &
Professional Staff Services
Nemours

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A Healthy Standard of Care

Policy Medical's easy-to-use policy management system helps Nemours maintain consistency across a sprawling organization.

Customer

What Nemours does best is take care of kids.

This busy, multi-location organization includes the Nemours/Alfred I. duPont Hospital for Children in Wilmington, Delaware, where more than 250 staff physicians and surgeons direct patient care, teach the next generation of doctors and look for tomorrow's cures.

Nemours also runs three major treatment centers in Jacksonville, Orlando and Pensacola, Florida. More than 600 affiliated health care practitioners maintain primary care and pediatric sub-specialty practices in Delaware, Florida, Pennsylvania and New Jersey.

The duPont Hospital alone had more than 301,000 outpatient visits and performed more than 11,000 surgeries in 2006, contributing to a group practice for children that is one of the nation's largest.

Situation

Nemours embraces technology to become more efficient. "We've had components of electronic records for at least 20 years and everyone has access to a robust intranet for compliance manuals, policies and more," says Jodi Schirling, Director, Medical & Professional Staff Services.

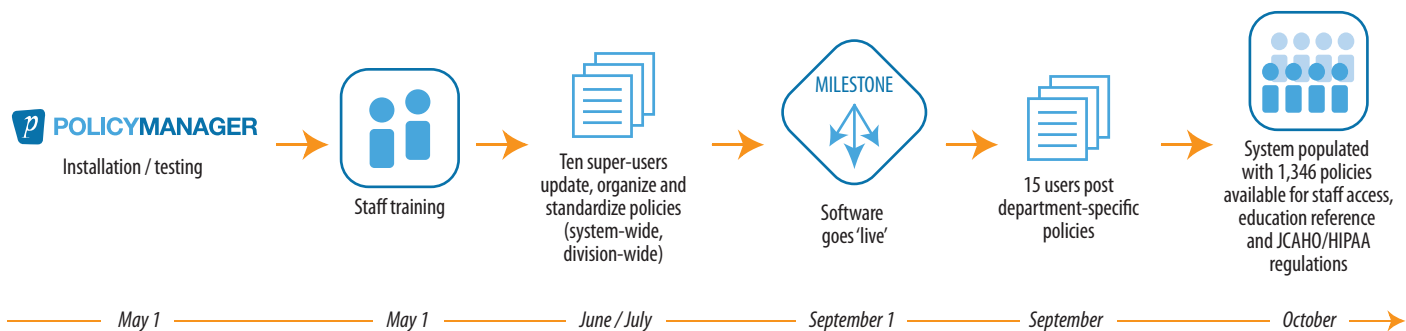
Nemours has more than 1,000 site-specific and enterprise-wide policies covering employees in four states. All were stored in a system that was labor-intensive to maintain and lacked robust controls. Tracking and searching were difficult and there was no way to link related policies to ensure consistency across divisions. Duplication was common and staff had no confidence that a particular policy was the most current.

"Security, privacy and compliance with the Joint Commission surveys are huge issues in the health care field, and the system did not meet those requirements," says Ms. Schirling.

Solution

Ms. Schirling led a task force investigating policy management options, inviting three vendors to demonstrate their solutions. Nemours found the cure for its ailments in PolicyManager, the flagship software product of Policy Medical. The company is the premier provider of secure policy and procedure document management software targeted to healthcare organizations.

(over)



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Saud Juman, President of Policy Medical, says, “Our sole focus is healthcare and we know that regulations like the Joint Commission and HIPAA require healthcare organizations to show auditors that policies can be accessed easily and securely. We designed PolicyManager to do just that.”

A web-based application, PolicyManager allows users to manage the storage, retrieval, search, auditing, archiving and distribution of documents to internal and remote team members.

“As a bonus, PolicyManager was very user friendly, easy to set up and maintain, and we liked the searchability and archiving piece,” adds Ms. Schirling. “In fact, we couldn’t find anything we *didn’t* like about it, and we found it to be quite cost-effective.”

Benefits

“From a technology perspective, the PolicyManager implementation was very straightforward,” says Joanne Dent, Senior Application Analyst, Information Systems for Nemours. “We confirmed the technical requirements and purchased a new server. Policy Medical completed the installation and testing on the scheduled morning and conducted training for super users in the afternoon, and we were good to go.

“Once the installation and training was completed, Jodi’s team started the job of migrating approved policies into PolicyManager. They finished ahead of schedule and PolicyManager was rolled out to our end users as planned on September 1, 2005.”

On the day PolicyManager went live, Ms. Schirling distributed a presentation with an overview of how to use it. About a month after implementation, Policy Medical conducted a webinar to cover advanced functionality and answer staff questions.

“Policy Medical was very responsive to our needs,” says Ms. Schirling. “They customized the software so the PolicyManager web pages had the look and colors of our intranet, and they helped migrate the software to another storage location when we changed intranet software.”

Staff also found PolicyManager intuitive. “Our helpdesk escalates any issues to me, and I don’t recall fielding a single call about it,” says Ms. Dent. “PolicyManager has been well received and we’ve had zero downtime since implementation.”

To foster trust that the new system had only current policies, all operating divisions had to review and update their policies before the “go live” date. First, 10 super users posted only system-wide or division-wide policies. Over the next six months, about 15 users in individual departments were authorized to post department-specific policies, bringing the total posted to 1,346.

“We’re using a lot of the functionality, including some things we didn’t expect,” adds Ms. Dent. “Regulations require us to review policies, and PolicyManager tracks review dates and sends automated reminders when a policy is due to be reviewed. We also like that we can restrict access as necessary.

“Any time you can eliminate the time and effort of a paper process, that’s a good thing,” adds Ms. Schirling. “Everyone throughout the organization now has the same access to all the policies in a single place. That allows us to meet security, privacy and compliance requirements – and provide that ‘one Nemours’ standard of care.”



Policy Medical is a healthcare pioneer devoted to helping hospitals achieve the highest levels of regulatory compliance by cost effectively automating the management of their policies and procedures. Our industry experts have created the first hospital specific, out-of-the-box policy and procedure management software to prepare for a successful JCAHO audit.