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Olean General Hospital

Automates and Streamlines Policy Lifecycle
Workflows Improving Accreditation
Readiness and Patient Safety

case study

what you need to know about Olean General Hospital

Olean General Hospital (OGH) has a rich history that spans over 120 years, back to the late 1800s. What began as a mission to provide quality care to the people of Olean and its surrounding community has since flourished. Today, OGH is a comprehensive, 186 bed, acute-care hospital, that is not only supported by 100 physicians and specialists but also the Upper Allegheny Health System (UAHS).

Despite several expansions over the years and modernization, Olean General Hospital continues to service the community in every way possible. This includes offering a wide range of patient education programs, such as childbirth classes, blood pressure screening clinics, home lab services, and the first diabetes education program in Western New York to be recognized by the American Diabetes Association for excellence.

A non-profit organization, Olean General Hospital attributes its success to their commitment to quality care, as well as the generosity and support of the community which they serve.

outgrowing old practices

For years, OGH had been managing their policies and procedures to the best of their abilities based on the technologies available and industry best practices. This included building a homegrown system to store and manage their policies and procedures documents, as well as creating manuals that were kept in each department for easy access.

Despite their best efforts, this system – being entirely reliant on manual processes – of course had its problems. For one, because OGH lacked a centralized system the organization often had multiple versions of the same policy, couldn't disseminate new documents or updates quickly enough, and other sites couldn't access the policies and procedures OGH had. Additionally, the absence of alerts in their homegrown system meant that policies and procedures often fell out-of-date without owners ever realizing.

Beyond the day-to-day operations, if ever their risk or legal departments needed to bring up an old policy and procedure they would often be left in the lurch. This was due to not having a system that could digitally archive their documents for quick and easy retrieval.

OGH knew it was time for a change, and so the search began.

the quest for a new system

OGH began by setting up a multi-disciplinary committee made up of individuals from the quality, risk, nursing, and IT departments. Whatever they chose would have to address the problems they had been facing. To name a few - his meant that the solution would need to:

- Offer a centralized system to ensure the entire organization and its sites can access the same policies and procedures all at once.
- Have version control to avoid duplicates
- Provide built-in dynamic workflows that could alert policy owners and stakeholders when their attention is required, including reviews, updates, expiring documents and sign-offs.

- Advanced keyword search functionality to make it easier and faster for staff to find the right policies.

With checklist in hand, the review committee set out to find a vendor who could help them tackle everything they were looking for and more. After sending out an RFP, Olean General Hospital narrowed their choices down to two, and finally down to one. PolicyManager® became the solution of choice based on its features, scalability, as well as the educational videos and webinars provided by the company.

improving operations

Since implementing the solution at their sites OGH have experienced many benefits. This includes ease of access, document clean-up, and organization wide dissemination of updated and new policies and procedures. Perhaps most valuable is the insight the solution has been able to provide regarding the relationship their staff have with policy and procedures. Today, the birds-eye view the system provides allows the system administrator to see where projects are being held up, where document consolidation could take place and who amongst their staff is viewing which policies and procedures - if at all.

What they love is having the autonomy to set up their policies and procedures the way they see fit. In the case of OGH, they wanted their document setup to reflect how the policies appear in The Joint Commision chapters. In doing it this way, OGH can ensure that they're leaving no stone unturned. An important step in the world of compliance.

What's more, amongst all the business benefits that OGH has experienced thus far they are most appreciative of being accreditation ready for on-site surveys. Instead of searching high and low for archived documents, now all OGH needs to do during audits is do a quick search to pull up the required documents. What does this mean? Well, that they can spend less time with auditors and more time doing what they love to do - serving their community.

just loving it!

Since joining the PolicyMedical customer community half a decade ago, Olean General Hospital continues to enjoy the product and the timely support they receive from PolicyMedical. From streamlining their workflows to increased productivity, the ROI they've experienced with the product has been immeasurable. More than anything, OGH says with certainty that having policies and procedures at their fingertips has made a great impact throughout the organization, especially with their patient safety and quality of care initiatives.

It's really simplified and expedited our policy and procedure management process, especially for our risk and legal departments. Now, we're able to pull up the policy we need in seconds, which has made accreditation surveys a breeze. - Gail Bagazzoli, VP of Quality

Their advice to those who have not yet moved from a homegrown system? That it's an absolute must, as the need to stay abreast in technology has never been so important in healthcare.

about PolicyMedical

Trusted by more than 3000 healthcare organizations, PolicyMedical is a leading provider of enterprise governance, risk and compliance (GRC) solutions for healthcare. Our comprehensive SaaS-based solutions enable organizations to centralize and standardize the administration of policies and procedures, contracts and third-party vendor assessments. With the solutions' robust risk, compliance, policy and regulatory change management capabilities, healthcare professionals can respond to clinical alignment, policy, regulatory, and exclusion changes faster and easier. Our customers include Advocate Health Care, Baylor Scott & White Health, Dignity Health, Kindred Healthcare, Tenet and others. To learn more, visit www.policymedical.com