Case Study
Presbyterian/St. Luke's Medical Center

MCN healthcare

The Challenge

As a 680-bed hospital with more than 80 care specialties, Presbyterian/St. Luke's Medical Center (PSLMC) has a substantial volume of policies and procedures to manage and update. A few years ago, PSLMC began the process of migrating paper policies to electronic format and placing them on a facility-wide intranet.

To help keep the system organized and maintain document version control, access was limited to PSLMC managers and staff members with the responsibility for policy approval. But with policy updates, reviews and edits occurring outside the system via meetings and e-mail, the intranet portal was too restrictive a tool to enable effective policy management.

"For a hospital our size, an intranet portal did not offer the versatility and functionality we needed to manage policies on a daily basis," said Outcomes Coordinator for Presbyterian/St. Luke's Medical Center.

PSLMC began its search for a single, dedicated policy management solution that would consolidate the policy workflow and save time at every touch point. In addition to greater efficiency and document control, PSLMC leadership wanted a solution that would more easily support the hospital's accreditation and regulatory compliance efforts.

The Solution

PSLMC selected Policy Manager from MCN Healthcare to streamline their policy management activities. Policy Manager is a robust, Web-based document control and workflow management software solution that simplifies and automates policy access, review and approval throughout a healthcare organization. Developed by MCN's experienced staff of clinical and IT professionals, Policy Manager is designed to meet the specific needs of the healthcare industry.

After migrating all active policy documents and launching initially to department managers and approval teams all PSLMC departments and users were live on Policy Manager within a year.

> "MCN and Policy Manager have transformed what used to be a very time-consuming and fragmented workflow into one that's faster, more accurate and more efficient."
> Outcomes Coordinator, PSLMC

Results

Since migrating all users across the facility to MCN's Policy Manager, PSLMC has realized substantial benefits in several areas of the policy management process.

"As outcomes coordinator, quality is my responsibility and top priority. Policy Manager has definitely helped us strengthen our policies and meet increasingly tougher Joint Commission and CMS standards."

Policy Manager helps transform the user workflow by consolidating all policy search, update, edit and approval tasks within the system. PSLMC's Outcomes Coordinator highlighted the Policy Manager's customizable policy approval workflows, which allows department managers, committee chairs and others with approval responsibility to keep all participants on task within schedule.

"With Policy Manager, I always know the status of every policy in review, and I can instantly reach out to individual committee members for any overdue tasks," said Outcomes Coordinator. "MCN and Policy Manager have transformed what used to be a very time-consuming and fragmented workflow into one that's a faster, more accurate and more efficient."

According to PSLMC's Outcomes Coordinator, working with a company as service oriented as MCN Healthcare has also been highly valuable. She highlighted MCN's help integrating Policy Manager with the information systems of PSLMC's parent company, Hospital Corporation of America (HCA), to offer limited system-wide access to policies contained within Policy Manager. With this integration, active users at PSLMC can browse and search policies by logging into their core HIS system.

"The IT integration is an important time-saver for policy approvals," said Outcomes Coordinator. "It's just one example of how amazing it's been to work with MCN. They have patiently answered every question we have had, they offer refresher courses for anyone who needs them, and walk us through any new updates. I feel like MCN truly wants us to get as much value out of Policy Manager as we can."

MCN / Suite
Your Total Compliance Solution

About the MCN Suite of Tools:
The MCN Suite gives your hospital or health system a complete solution to help you easily maintain accreditation compliance. Our policy management software, customizable policy library and automated regulatory notification system combine can be a stand-alone solution or a full suite of tools that can provide you the confidence needed to healthcare-centric tools and deep clinical experience with unrivaled customer service to make your work life easier.

POLICY MANAGER

Making your job easier by streamlining the policy management activities that ensure accreditation compliance. Policy Manager is a robust document control & workflow management software solution that simplifies & automates policy access, review & approval throughout your organization.

POLICY LIBRARY

MCN's Policy Library includes nearly 18,000 customizable policies, procedures and forms authored by MCN accreditation experts. Every MCN Policy Library document is up-to-date and instantly downloadable. With more than 25 years of direct healthcare policy experience behind it, Policy Library helps you stay compliant with accreditation and regulatory requirements.

STAY*ALERT!*

Never again miss an important regulatory update with StayAlert! Our experienced team monitors TJC, NIAHO, CMS, CDC, HIPAA, FDA and other accrediting and regulatory bodies daily. As soon as changes are published, we not only immediately notify you of them - we interpret and summarize the changes and provide you with the best practice guidelines for implementing each change.

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