Case Study
LindenGrove

The Challenge

As a multi-facility, long-term care organization, Linden-Grove's operations are highly regulated at both the state and federal levels. A couple years ago, LindenGrove leadership recognized that its existing policy management system was failing to keep pace with the needs of its staff in an increasingly complex regulatory environment.

At the time, each LindenGrove campus had its own process for creating, updating and organizing policy and procedure documents. As a result, completing even simple policy changes required significant time and coordination.

"Many of our policy documents were on paper and organized into three-ring binders," said Karen Sautbine, RN Project Manager for LindenGrove, Inc. "Just locating the right document version for the right policy could be an arduous process. Completing revisions to a policy often took weeks or months; some policies went several years between revisions."

LindenGrove eventually migrated many of its policy documents to a company Intranet. But even that system proved too limiting. While policies and procedures were finally in electronic format, LindenGrove still lacked a consistent policy management workflow across every department and facility.

"While policies and procedures were easier to locate and edit [on the Intranet], version control soon became our primary challenge," said Sautbine. "To keep pace with regulatory changes and establish operational consistency, we needed a policy management system that addressed all of our workflow shortcomings and created a single, centralized system for document control."

Results

According to Sautbine, the speed with which policies can be located and accessed has been one of the most noticeable workflow improvements for her and her staff. Policy Manager's five-level search function enables users to search policies by name, author, category or keyword.

"With our previous system, locating a policy could take hours," said Sautbine. "With Policy Manager, we simply type in a name, or even a word we think is in the policy name - and the right policy pops up instantly. I can't tell you how much time that saves us on a daily basis."

In their Words:

"MCN's expertise is evident not just in the product itself, but in the quality of support they provide. They have helped us get a great deal of value from our investment in Policy Manager."

At LindenGrove, policies and procedures are internally authored to ensure system-wide consistency. With facilities that span the continuum of long-term care - including skilled nursing, assisted living and a memory care unit - Policy Manager has helped LindenGrove maintain a high level of coordination for policy review, approval and staff competence.

"Accountability is very important to us," explained Sautbine. "Policy Manager helps us easily communicate policy updates to all affected staff with customized review and approval workflows. We also make frequent use of the automated competency quizzes. The best part is that I know where we are in the process with every policy under review, and I don't have to spend all day chasing people or documents."

Most importantly, Policy Manager from MCN has helped LindenGrove comfortably maintain accreditation compliance.

"We are now well-organized and prepared for regulatory surveys at all times," said Sautbine. "Policy Manager saves us a great deal of time at every step of the policy creation and review process. The peace of mind of having a consistent and accountable workflow is incredibly valuable for us."

The Solution

In early 2011, LindenGrove selected Policy Manager from MCN Healthcare to streamline their policy management activities. "MCN Healthcare's Policy Manager gives us exactly what we need: a standardized, highly accountable system for managing and updating policies," said Sautbine.

MCN Healthcare completed implementation of Policy Manager at LindenGrove, including migration of nearly 1,000 policy and procedure documents in more than 24 policy manual categories, in about three months.

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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 can be stand alone solutions or a full suite of tools that assist you with regulatory and accreditation compliance. MCN's deep clinical experience and customer service is unrivaled in the healthcare industry.

POLICY MANAGER

Policy Manager makes your job easier by streamlining policy management activities that assist your healthcare organization with regulatory and accreditation compliance. Policy Manager is a robust document control and workflow management software solution that simplifies and automates policy access, review and approval throughout the organization.

POLICY LIBRARY

MCN's Policy Library contains more than 18,000 customizable policy, procedure and forms templates authored by MCN clinical staff. Every MCN Policy Library document is up-to-date and instantly downloadable. With more than 28 years of direct healthcare policy experience behind it, Policy Library helps you stay compliant with accreditation and regulatory requirements.

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Never again miss an important regulatory change or hot topic in health care with StayAlert! Our experienced team monitors federal regulatory agencies and accreditation organizations. We send you daily emails that summarize changes and include tools to aid compliance.

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