



Customer:
Southwest General Health Center

Industry:
Healthcare

Employees:
2,400

Number of Beds:
358

Location:
Middleburg Heights, OH

Solution:
Policies and Procedures Solution
for Lab Document Control

Department:
Medical Laboratories

Labs eliminate paper, facilitate CAP inspections with a policies and procedures solution

The Problem

Ensuring that laboratory staff access and acknowledge the most current policies and procedures is a top priority for Southwest General Health Center. However, relying on paper to manage policies and procedures meant the hospital struggled with managing revisions and faced the risk of employees referencing outdated procedures. With four satellite labs, ensuring easy access to updated documents across worksites was also a challenge.

In addition, to maintain accreditation by the College of American Pathologists (CAP), Southwest General has to follow stringent guidelines for lab document control. The labs' paper processes made CAP inspections more difficult – both in granting surveyors quick access to information and in demonstrating the lab's compliance with document management requirements.

To streamline CAP inspections and improve its lab document control process, Southwest General turned to an OnBase Policies and Procedures solution from Hyland Software.

“Our biggest cost savings are in time and storage. We’ve eliminated the need to manage everything on paper, which was all very tedious.”

– Marian Badaczewski, Manager of Laboratory Services, Southwest General Health Center

The Solution

Already using OnBase to manage clinical documents, Southwest General expanded its solution to the labs, adding value to its existing investment. Designed based on CAP document control requirements, the solution allows the labs to effectively prepare for and facilitate the regular inspections.

“We’ve been surveyed six times by CAP since the OnBase solution was implemented,” says Robert Brophy, senior system administrator. “We’ve always passed the inspections, and the surveyors have great feedback on the solution.”

Brophy said surveyors especially appreciate the document history feature, where they can view a record of every action taken on a document, including who looked at it and when.

To streamline the policy creation and revision process, OnBase automatically delivers new or updated documents to the right individuals for review and electronic sign-off. Once policies are approved, administrators distribute them to appropriate lab staff with the click of a button, triggering email notifications with links to the documents for acknowledgement and delinquency notices when a review is 60 days past due. With more than 1,200 policy documents, forms and checklists stored in OnBase, Southwest General's 80 lab employees have instant access to the most up-to-date information.

“The CAP surveyors are really impressed with our solution. They recommend OnBase to other hospitals to manage their lab document control processes.”

Robert Brophy, Senior System Administrator,
Southwest General Health Center

Using a variety of reports, lab managers and administrators track acknowledgement by document or by user, supporting compliance with internal guidelines and external regulations. And with the ability to retrieve past versions of policies – even rescinded documents – Southwest General is well-equipped to meet any litigation-related requests.

The Return on Investment

Streamlines CAP inspections: “We are always preparing for a CAP inspection,” says Marian Badaczewski, manager of laboratory services. “OnBase improves many of those tasks and makes it more manageable on a day-to-day basis.” The solution also facilitates inspections: Lab managers use OnBase to demonstrate compliance with document control guidelines, as well as to show a record of approvals and acknowledgements.

Reduces time and storage costs: OnBase reduces the time spent managing everything on paper by end users, managers, clerical staff and medical directors. The solution also eliminates the costs of storing hard copies of current and previous versions of lab manuals and other policy-related documents.

Improves policy creation and approvals: When a new policy or procedure is added to the system, required reviewers – lab directors, medical directors and pathologists – receive email notifications. Reviewers can create virtual sticky notes on the documents, efficiently collaborating until the policy is finalized. Electronic signatures simplify final sign-offs, letting stakeholders easily approve the new policy.

Simplifies reviews and revisions: As part of CAP accreditation, labs must conduct a biannual review of existing policy and procedure documents. OnBase keeps track of required review dates, delivering the policy or procedure to the appropriate stakeholders at the appropriate time to reduce the risk of errors or oversights.

Improves user access and acknowledgement: “We now have control to ensure nothing changes and that the current version of a lab document is the one published and available to end users,” Badaczewski says. “It’s a very secure process.” When a lab adds or updates a policy or procedure, OnBase notifies users via email to click a link to read the document, streamlining acknowledgements.

Requires minimal IT resources: “The solution is easy to administer, and I’m able to manage most challenges that come up,” says Brophy, who has opened only 10 OnBase support tickets in more than eight years. User adoption is also simplified. “One to two hours of training is all that’s needed for most users,” Brophy says.

For more information, please visit Hyland.com/Healthcare.

OnBase[®]
a Hyland Software solution