



### Establishing Effective Policy and Procedure Management

Policy and Procedure Management is a major compliance focus for healthcare provider organizations. Despite this, many hospitals, labs and pharmacies continue to maintain manually-driven systems where document-based policies and standard operating procedures (SOPs), sometimes in paper form, require special intervention to create, update, retrieve and disseminate. Challenges these organizations face in administering manual systems include:

- Managing thousands of document-based policies in various locations and sites — online and in printed binders
- Performing updates to policies and SOPs is manual and a “best effort” approach
- Searching for documents is a manually intensive and time-consuming process
- Ensuring security and privacy of documents is cumbersome and unreliable
- Tracking the latest versions of policies is an arduous task

This manual approach to policy and procedure management not only adversely impacts patient safety and privacy, it also risks the organization’s accreditation, regulatory compliance and overall operational effectiveness.

### Paragon Solutions: An End-to-End Solution for Policy and Procedure Management

The Joint Commission and HIPAA require healthcare organizations to demonstrate to auditors that policies can be accessed easily while meeting security and privacy requirements. Paragon Solutions has developed an end-to-end content and process solution for the creation, updating, storing and searching of policies and procedures that automates and streamlines the lifecycle of policy and procedure management. The workflow and business rules enable review and approvals to be a seamless, automated process that replaces paper-based policy documentation with electronic forms creation for scheduling, routing, approvals, reporting/dashboards, and the dissemination and collection of employee compliance of policy changes and updates.



## Benefits of Paragon's Policy and Procedure Management Solution

Access the right policy at the right time to deliver:

- ▶ Reduced operational costs
  - Pre-configured templates offer standardization and consistency
  - Automated workflow streamlines search, policy updates and notification
- ▶ Improved compliance
  - Access to policy changes as soon as the policy is completed
  - Real-time reporting through a JCAHO dashboard for compliance reviews and distribution
  - Enhanced security and privacy with the same version of policies in a centralized repository

### Case Study

#### *Increased Efficiency and Enhanced Care Through Enterprise Content Management (ECM)*

**Business Challenge:** The client, a large and respected healthcare provider, sought to increase the efficiency of its operations by automating and streamlining the routing, approval and distribution of standard operating procedures (SOPs) and other manual, document-intensive processes.

**Approach:** An ECM solution built on EMC Documentum that automated the end-to-end processes of creating, routing and approving SOPs was implemented. A separate document capture application was also created that allows for the scanning and storing of hardcopy documents.

**Client Success:** The client experienced significant time savings, greater efficiencies and improved patient care as a result of the solution. The new system offers secure and easy access to update SOPs, and documents are routed and approved in a fraction of the time. The ability to capture and share patient prep instructions also enables patients to enter the hospital better prepared for procedures, improving overall care.

### Evaluating the Need for Improvements in the Policy and Procedure Management Process

In determining the effectiveness of an organization's existing policy and procedure management process, the following questions should be considered:

- ▶ Is the organization spending an inordinate amount of time on manual preparation for auditing and compliance involving manual low-value, expensive activities with rework and policy collection?
- ▶ Do duplicates of critical documents often present conflicting information, delaying the policy readiness and dissemination until discrepancies can be resolved?
- ▶ If you were audited today, do you know the state of your enterprise compliance for policies and procedures?

Call Paragon to find out how we are **Improving the Way Work Gets Done™** in Healthcare Policy and Procedure Management.

## About Paragon

Paragon Solutions, a division of Paragon Computer Professionals, is a business and technology consulting firm that specializes in enterprise information management to help clients leverage information assets for better business results. The company does this through its vertical practices and specialized technology service lines that help clients optimize their operations for maximum return on investment.

Paragon's Healthcare Solutions drive performance improvements and operational efficiencies to meet changing market demands. Paragon brings a holistic vision for capturing, managing and integrating healthcare content across the enterprise. Our targeted solutions offer clients a step-wise approach for implementing that vision in order to boost productivity, manage costs and ensure compliance.

For more information, please visit the Paragon Web site at [www.consultparagon.com](http://www.consultparagon.com) or call, 1.800.462.5582.

## Paragon Client Roster

Paragon's client roster includes industry leaders from the insurance, healthcare, life sciences, and financial services sectors such as:

### Insurance/Healthcare

- ▶ Blue Cross of Idaho
- ▶ Emory Healthcare
- ▶ Wellstar

### Life Sciences

- ▶ Merck
- ▶ Pfizer
- ▶ Sanofi-Aventis

### Financial Services

- ▶ Citibank
- ▶ BNY Mellon
- ▶ JPMorgan Chase



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