

MODERNIZING POLICY MANAGEMENT FOR A MULTI-HOSPITAL SYSTEM

ABOUT THE CLIENT:

HealthAlliance Hospital

As one of Ulster County's largest employers, HealthAlliance of Hudson Valley, NY operates a 177-bed healthcare system comprising of HealthAlliance Hospital in Kingston, NY, and Margaretville Hospital, a 15-bed critical access hospital in Margaretville, NY, serving Ulster, Delaware, Greene, and Schoharie counties. Joining WMCHHealth in 2016, HealthAlliance of the Hudson Valley also operates Mountainside Residential Care Center, an 82-bed residential care facility in Margaretville.

"With MCN, the ease of updating, importing, and making corrections is superior to what we had before. Now if a policy needs to be updated, leadership can easily make edits, upload it, and send it through the approval process. Where we had a lot of frustration with our previous system, and some did not understand the approval process, this is self-explanatory. It really gives our staff a lot of independence from having to wait for somebody to do the work for them."

Tinesha Schell
Director of Quality & Safety at HealthAlliance



ABOUT US:

MCN Solutions

MCN Solutions is a premier provider of innovative compliance and policy management solutions. With decades of experience, we specialize in helping organizations streamline policy management, ensure regulatory compliance, and achieve excellence.

THE CHALLENGE:

HealthAlliance, which is part of a 10-hospital network, had been utilizing an aging electronic policy document system that lacked modern functionality. To ensure patient safety and that ISO 9001 requirements were being met, the HealthAlliance team, including the Director of Quality and Safety sought a better document management system that would provide accurate, updated, and readily available information. Additionally, they were looking to standardize across the network and wanted to ensure that they would receive support post-implementation, especially since they would be transitioning to new buildings during the same timeframe.

SOLUTION & IMPLEMENTATION:

The HealthAlliance team found that MCN was being used in other hospitals in their network, including Westchester Medical Center and MidHudson Regional. After seeing a demo of the MCN product suite, the HealthAlliance team saw a clear opportunity to review and update their policies and procedures and standardize the creation of new policies. Additionally, manual owners saw the opportunity to use inline editing and other workflow features that would make their jobs more efficient.

The MCN team provided an experienced implementation specialist to help them throughout the process. To ensure a successful rollout, it was essential to have a smooth transition to the new system. Together, MCN and HealthAlliance created a plan that would preserve the accuracy and access to critical documents during the switch to the new system and new buildings. Additionally, MCN provided clear training that allowed team members to easily adopt the new system.

The MCN team helped ensure that HealthAlliance manuals were set up to match those found in the rest of the network, making it easy for users across the hospital system to navigate MCN Policy Manager. The updates to the policy documents took twelve weeks. The switch to the new MCN Policy Manager system was completed on the same day as the move.

"Working with the MCN Solutions team for implementation was fantastic. There were two main components. We had our project manager, who for every question I came back to her with, said 'Yes, it can do that.' There was never a time when I was told that the functionality could not work the way I wanted it to. The other component was security and IT - making sure that we provisioned all users, which went very smoothly. Some users needed to be provisioned a little bit differently so the HealthAlliance IT team and the MCN security IT team worked together to make that happen. Now every time a new employee comes on, that's part of the provisioning process."

Tinesha Schell
Director of Quality & Safety at HealthAlliance

RESULTS:

The HealthAlliance team was able to meet and exceed their objectives in transitioning to MCN's Policy Management Solution where staff can access, in real-time, current, accurate, and easy-to-navigate policies and procedures.

Benefits have included:

- Creating efficiencies across the organization by replacing a cumbersome, multi-step policy review process requiring in-person meetings, with a simplified electronic approval process.
- Improving the ability to meet regulatory compliance requirements by maintaining and tracking policy updates.
- The ability to develop custom reporting broken down by department to show compliance rates.
- Reducing risk by providing document histories and audit trails.
- Access to StayAlert! notifications, which keeps leadership teams informed of regulatory changes in the industry.
- The ability to use advanced search options, keywords, and metadata when searching for documents, making information more quickly accessible to users.
- Ease of use for leadership team members who need to edit and upload policy changes for approval.

True to their word, the MCN team has provided excellent support post-implementation, including assisting the HealthAlliance team during a recent cyber attack by providing a copy of current policy files. These actions helped ensure that there was no gap in HealthAlliance's ability to provide services to their patients.

Additionally, due to single sign-on functionality, the number of users within HealthAlliance has increased from 50 with the previous system to 2,100+ employees. HealthAlliance has also noted that productivity for policy compliance has more than doubled and is continuing to explore the robust functionality of MCN Policy Manager to continuously improve and automate processes and workflows across the system.