

ENHANCING EFFICIENCY AND COMPLIANCE AT A MULTI-SPECIALTY CLINIC

About the Client: CHRISTIE CLINIC

Christie Clinic is one of the largest physician-owned, multi-specialty group medical practices in Illinois. Established in 1929, Christie Clinic has a rich history of delivering quality and personalized healthcare to the East Central Illinois region. Driven by their mission "We Listen. We Care.", providers and staff are known throughout the community for having a truly personal touch with patients. Christie Clinic's culture is a unique blend of core values and a united vision.

"MCN Solutions has helped us bridge gaps in building compliant and efficient workflows."

*Michelle Antonacci,
Director of Clinical Services and Director of
Quality and Risk Management, Christie Clinic*



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.

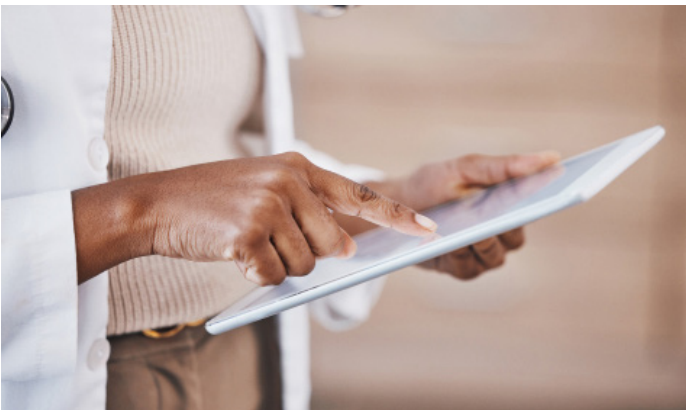
The Challenge:

In early 2023, the Christie Clinic management team began looking for a better way to maintain and manage a large number of existing policies and procedures that had accumulated over the years and become siloed within departments. With over 1,000 employees providing healthcare and support services to patients in Illinois, they wanted a system-wide solution that would improve transparency and streamline their policy creation and maintenance process while improving user access to the current documents.

The Solution

Christie Clinic learned about MCN Solutions through the industry connections of its IT department. After evaluating several providers and reviewing product demos, MCN's Policy Manager, Policy Library, and StayAlert! stood out as the most user-friendly solution that could be easily rolled out to all team members. The team liked that Policy Manager would provide a single repository for all of the Christie Clinic's policies and important documents as well as templates for designing new ones. The team was also impressed with the StayAlert! feature that would keep leadership tuned in to industry-wide changes.

In May 2023, a MCN implementation specialist began working closely with the Christie Clinic team to develop an implementation plan. Building on years of experience helping clients through the process, the implementation specialist offered multiple options and helpful solutions to the Christie Clinic team. She was able to share the impacts of choosing specific courses of action and help the team avoid pitfalls along the way. MCN's team was able to tailor the rollout process to meet the needs of the Christie Clinic team. As the rollout grew closer the teams worked closely together to transition Christie Clinic documents to MCN's Policy Management Software. Within 6 weeks of starting the import process, almost 90% of 1,000+ documents had been moved away from individual hard drives and departments to the MCN system. The full rollout was completed in January 2024.



“Our point of contact at MCN helped point us in the right direction and had conversations with us about our challenges so we could tweak the whole rollout process to best fit our organization. She offered us options and explained them well.”

Erin Meehan,
Clinical Manager, Christie Clinic

Results

Since implementation, Christie Clinic employees have been able to more easily access policies and procedures across all departments, making it possible to seamlessly share information and pass down institutional knowledge to new employees.

Among the benefits of using MCN's Policy Management Software:

- Better tracking of updates and approvals to policies and procedures.
- The ability to embed document links in communications.
- Digital tracking of standing orders.
- Access to robust searchability, making it easy to find documents with keywords and a related links feature.
- The flexibility to maintain not just policies but other important documents.

Other benefits have included the ability to assign tasks to users regarding new or updated policies so that managers can ensure that information related to patient safety has been acknowledged and read, thus improving education and mitigating risk. Additionally with the StayAlert! notification system, employees can easily filter and select the notifications that impact their departments and stay on top of important industry information.

To learn more about how MCN's Policy Management Solution can help your organization, please contact sales@mcnsolutions.com, or call 800-538-6264.