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CASE STUDY: Breckinridge Health

Selects PolicyManager™ to Streamline the
Review and Approval Process, and Prepare
for the Next Accreditation Survey

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WHO IS BRECKINRIDGE?



Breckinridge Health is a critical access hospital located in Hardinsburg, Kentucky. Comprised of seven entities and 350 employees, Breckinridge is committed to continually reducing the burden of illness, injury and disability, while improving the health and functioning of the residents of the surrounding community. Their facilities include a 25 bed hospital, an 18 bed nursing facility, two outpatient clinics, a home health agency, a rural health clinic, and a behavioural health services center for seniors.

In mid-2012, Breckinridge was struggling with an inefficient policy management system. “Everything was on paper, and each department had its own manuals. It was a nightmare,” recalls Sheila Eakin, Policy Coordinator at Breckinridge. One specific event incited the administration at Breckinridge to critically examine their policy management process. During an accreditation survey, staff members were asked to locate two specific policies. Due to their poor policy management system, they were unable to locate the policies, thus affecting the outcome of the survey. At this point, administrators recognized that they needed to make a change.

“Everything was on paper, and each department had its own manuals. It was a nightmare. We could afford PolicyManager and it had everything we needed. We didn't have to look any further.”

Sheila Eakin, Policy Coordinator

Some members of the administrative staff had used software based solutions for policy management while working at other facilities. They suggested that Breckinridge adopt a similar system. The Chief Nursing Officer fully supported this idea and spearheaded the search efforts. After an internet search and a live software demonstration, they decided on PolicyManager™.

THE PROBLEM

Breckinridge was using an inefficient, manual system for policy management. Policies were located in binders across multiple departments, and becoming increasingly difficult to locate when needed.

THE SOLUTION

Breckinridge implemented PolicyManager, which streamlined their review and approval process, saved significant time, and allowed them to become survey-ready.

The most important factor in the Administrators' decision was that PolicyManager was searchable. They no longer had to worry about staff members' inability to find policies during crucial moments. "If you need a policy during a survey or while caring for a patient, you can get right online and see the policy instead of searching through a binder," explains Sheila.

“And later on we learned how great PolicyMedical’s support staff is - just marvelous. They could come anytime. I feel much better prepared now that we have PolicyManager.”

Sheila Eakin, Policy Coordinator



In addition to search capabilities, they also appreciated the system's security controls and the ability to restrict access levels to certain policies. "And later on we learned how great PolicyMedical's support staff is - just marvelous," says Sheila.

Sheila emphasizes that the PolicyMedical support team was readily available to solve any issues that arose during implementation. "They always seemed to understand the questions I had, and fully understood my challenges." One specific challenge that the hospital staff faced was uploading all current policies during implementation. Sheila explains that all policies had to be standardized, creating a great deal of work. PolicyManager's templates helped to streamline the process.

THE CHALLENGE

Since last year's implementation, staff members have had very positive feedback. The link to PolicyManager is located on the desktop at every workstation, and staff members have 24 hour access to policies and procedures. "They love it. They just absolutely love it," says Sheila.

On a day-to-day basis, PolicyManager is used primarily for searching and referencing policies. Currently, Breckinridge is undergoing annual reviews, so they are also using the system to edit and update policies. Additionally, Sheila adds that they anticipate a survey in the near future.



THE OUTCOME

Improved operations at Breckinridge

The new solution has drastically improved operations at Breckinridge. Staff members no longer have to spend time searching for policies, the review and approval process is streamlined, and they are always ready for surveys. "It's great," says Sheila, "I'm just pleased with it all the way around."

About PolicyMedical

Trusted by more than 3000 healthcare organizations, PolicyMedical is a leading provider of cloud-based enterprise-class healthcare regulatory compliance software solutions designed to reduce administrative burden and enhance patient safety. We were founded in 2001 with the vision to make people happy and healthy by reducing the stress, and anxiety related to policy, contract, vendor and employee management. Our customers include Dignity Health, Kindred Healthcare, Baylor Scott & White Health, Advocate Health Care and others.

To learn more, visit www.policymedical.com or take the [two-minute virtual PolicyManager tour](#).



www.policymedical.com

