



CASE STUDY:
Carson Valley Medical Centre
Increasing Efficiency with a Simple and
Cost Effective Policy Management Solution

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WHO IS CARSON VALLEY?



Carson Valley Medical Centre, located in Gardnerville, Nevada, consists of a 15-bed critical access hospital and five off-site clinics. System wide, they have 350 employees. “We are not very big, but we are very spread out throughout the community,” says Tammy Taylor, the Medical Staff Manager at Carson Valley. Carson Valley is not Joint Commission accredited, but they are connected with a the Center for Medicare and Medicaid Services, in addition to state accrediting agencies and smaller regulatory bodies for specific hospital departments.

“We have a lot of regulatory compliance and a great need for policy management. It is great to be able to route policies through the workflow to different people without having to go through interoffice envelope.”

Tammy Taylor, Medical Staff Manager

THE PROBLEM

Carson Valley experienced challenges while using a competitor’s software for a 5 years prior, proving costly and overly complicated for their needs.

In early 2012, Carson Valley was previously using a competitor’s software to manage their policies and procedures. They had been using this system for about five years, when the hospital’s compliance officer began seeking a more ideal solution suited to their needs. “Her primary concern was the cost,” says Tammy. “It had too many features for us, and we ended up paying for features we were not using. It was way too complicated.” The compliance officer created a policy committee and the committee viewed demos of four different policy management solutions.

THE SOLUTION

After comparing features and costs, the committee ultimately chose PolicyManager™. Tammy explains. “We chose PolicyManager because it is very intuitive. If anybody knows how to use Microsoft Word and has decent computer skills, they don’t have to learn a lot of extra stuff.” The policy committee also appreciated PolicyManager’s quick and easy search engine, as well as the ability to collaborate on the creation and revision of policies right within the system. In addition to these features, the cost was also appealing to the committee.



THE CHALLENGE

At the start of implementation, there was some internal resistance, as Carson Valley was rolling out a new Electronic Medical Records program at the same time. “The managers were really nervous. I did one-on-one training with them, and they were relieved because it was so easy. They like it much better than our previous system, now that it is up and running,” says Tammy. Since, then, feedback from users at all levels has been positive. Tammy explains that now, PolicyManager is always running behind the scenes at Carson Valley. “It’s not disruptive. Staff regularly log in on their desktop and see if they need to review policies or make any changes.”

At Carson Valley, they have neither a large IT department nor an employee devoted to policy management. However, because of PolicyManager’s ease of use, they have run into very few issues. “It’s easy to manage without IT or an advanced computer background,” says Tammy. “We wear many hats, so any administrator or regular employee can manage it with ease.” When they do run into issues, they appreciate the level of support that they have received from PolicyMedical.

“The support is wonderful. I appreciate having a dedicated person for support issues at PolicyMedical and really enjoy the personal service. It is very easy to use for a manager and seamless for an employee. PolicyManager helps us organize ourselves.”

Tammy Taylor, Medical Staff Manager

THE OUTCOME

PolicyManager has added a sense of cohesion at Carson Valley. Now, policies from all departments are quickly and easily accessible, and the policy creation and review process and is seamless. This allows Carson Valley to stay in compliance with their various regulatory bodies. Moving forward, Carson Valley will be implementing PolicyManager to manage their forms, as well as linking regulations and standards to specific policies.

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](#).



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