



# St. Anthony's Medical Center

How Transforming the Policy Management  
Process Helped Accelerate Staff Onboarding  
and Improved Patient Safety

**case study**

A photograph of the St. Anthony Medical Center building, a modern multi-story structure with a blue glass facade and a grey perforated metal section. The name "ST. ANTHONY MEDICAL CENTER" is visible on the top of the building.

ST. ANTHONY MEDICAL CENTER

## about St. Anthony's Medical Center

Part of the Mercy Health Network, St. Anthony's Medical Center serves the Greater St. Louis region for over 140 years. With 3700 employees, 790 physicians, and 767 licensed beds, it is the third largest medical center in the area and sees an average of 75,000 emergency room visits in their Level 2 Trauma Center and approximately 20,000 inpatients each year. A well-respected medical center, St. Anthony's offers advanced medical treatment in a number of specialties, including acute rehabilitation, cardiology, maternity services, oncology/cancer care, orthopedics, neurology/stroke, surgery and emergency medicine. orthopedics, neurology/stroke, surgery and emergency medicine.

## outgrowing legacy systems

In the 90's, St. Anthony's Medical Center created a homegrown system to manage their policies and procedures. However, as the years passed by and their policy and procedure library grew



### AT A GLANCE

- 767** beds
- 3,700** staff onboard
- 790** physicians
- 75,000** ER patients
- 20,000** clinic visits

to the thousands, the hospital soon found that the system they built was no longer doing the job. More specifically, the system's unintuitive search functionality was frustrating for staff, as it made locating the right policies and procedures difficult to do, as such the hospital identified that there was a significant risk of people not being able to access policies and understand process.

Having an intranet system wasn't always accessible at the point of care and staff would print policies to have on hand. In addition, nurses would often squirrel away their personal copies of policies and would continue to use them as references unaware of whether or not the policy had been updated or changed. Furthermore, attempts to maintain a physical policy manual was challenging as policies were hard to find, and frequently out of date.

## getting in line with standards

It was an upcoming Joint Commission survey that made them realize that they were not in line with regulatory standards, including CMS, and that it was time for a change. After performing a gap analysis to learn where they were deficient, St. Anthony's formed a multidisciplinary Policy and Procedure Committee consisting of management, senior leadership and personnel from various departments.

The hospital hoped that by transforming the way in which the organization interacted with their policies and procedures that they could achieve the primary goals of:

- Consolidate and centralize policies and procedures
- Automate and streamline workflows
- Onboard staff faster
- Realize operation efficiencies

Achieving this, the hospital believed that it would help align them with CMS and The Joint Commission standards as well as improve patient safety.



So the search began for a tool that would help St. Anthony's Medical Center reduce the number of outdated policies and procedures living in their system. But most of all, to find a web based solution that would help them automate their workflow and offer them the flexibility to change, update, and track whether their policies and procedures were current.

## setting the criteria

St. Anthony's Medical Center sent out a request for proposal and narrowed it down to five vendors to review. An open invitation was sent out to frontline staff, senior leadership and managers to review possible solutions and graded the solutions based on policy navigation, new policies, review revision process, implementation, how it would affect the end user and initial setup.

Once narrowed down, the organization looked to check off a list of must-have features and attributes that included:

- Easy to use
- Cloud-based
- Online searchable library of policies and procedures
- Keyword search functionality
- Email alerts and notifications
- Archiving functionality to retrieve previous versions
- Attestation capabilities
- Hyperlink to videos and other content to specific policies and procedures
- Reporting and analytics

It didn't take long for those involved to realize that PolicyMedical's PolicyManager® was exactly what they were looking for. What's more, the company's reliable customer service offered 24/7/365 and its budget friendliness was an incredible bonus for the team at St. Anthony's Medical Center.



## reaping the ROI

After implementing PolicyManager, St. Anthony's Medical Center reduced their over 3,000 policies and procedures by half, and are now aligned with CMS and The Joint Commission standards and in a state of compliance readiness. Additionally, by making policies and procedures accessible at the point of care, the ease of finding policies with the advanced search capabilities has encouraged staff to use the solution regularly.



What St. Anthony's hadn't expected was the impact a solution such as this would have on their staff onboarding process. Something they credit to having instant access to the information needed, and the ability to train new staff on the system directly rather than using print outs and showing them where binders may be located. In addition, the added ability to link evidence-based content such as videos, tests, and quizzes also helped accelerate education.

With patient safety being the focus from the very beginning, it came as no surprise to St. Anthony's Medical Center that their new policy management platform helped support these efforts. Offering access to the most up-to-date policies and procedures at their fingertips has also empowered staff at St. Anthony's Medical Center to make more informed decisions, which have resulted in less clinical errors and contributed to improved patient safety.

What this has all amounted to at St. Anthony's Medical Center is improved collaboration, staff morale, and productivity. Now they can continue performing operations on a day-to-day basis with absolute certainty that everyone is referencing the same policies and that they're doing things by the book.

Lastly, they're grateful for the less cumbersome and time consuming method of creating, changing and retrieving policies having the solution has introduced. Above all, they also recognize that the implementation of PolicyManager has offered a great deal of operational cost savings in terms of reducing staff turnover, and reducing the amount of paper, ink and storage needed.

St. Anthony's Medical Center continues to be tremendously happy with their decision to modernize their policy and procedure management methodology and look forward to their continued friendship with PolicyMedical.

#### **about PolicyMedical**

Trusted by more than 3000 healthcare organizations, PolicyMedical is a leading provider of enterprise governance, risk and compliance (GRC) solutions for healthcare. Our comprehensive SaaS-based solutions enable organizations to centralize and standardize the administration of policies and procedures, contracts and third-party vendor assessments. With the solutions' robust risk, compliance, policy and regulatory change management capabilities, healthcare professionals can respond to clinical alignment, policy, regulatory, and exclusion changes faster and easier. Our customers include Advocate Health Care, Baylor Scott & White Health, Dignity Health, Kindred Healthcare, Tenet and others. To learn more, visit [www.policymedical.com](http://www.policymedical.com)