

Quality Residency Capstone Project

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Gothenburg Health
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Mission:

We exist to be healthcare leaders with unparalleled passion, helping people to live their best lives because we care, and we can.

Vision:

Gothenburg health leverages our Innovative Culture to optimize Health Communities

Core Values – ICARE:

Integrity—Compassion—
Accountability—Respect—
Excellence

Our Organization:

15 Bed Critical Access
Hospital located in
Gothenburg, Nebraska

Project:

Implement a new policy
manager system



Selecting Changes



- Obtained Demo's from several policy manager systems
- Chose MCN and implemented with support of C-Suite
- Weekly/Bi-weekly trainings for our team during the site build
- Education
 - Department Heads trained on policy management and editing within the system
 - All staff trained on browsing and accessing policies
 - Training was documented and had 100% participation
- Orientation videos developed for new staff

AIM Statement

To implement a new policy management system to address current system shortcomings and streamline policy governance.

Our Team

Quality Analyst,
Informatics, COO,
Chief Quality Officer



Plan - Do - Study - Act

Plan

- ✓ I plan to implement a new policy manager system
- ✓ Work to have easier to access to and maintenance of our policies

Do

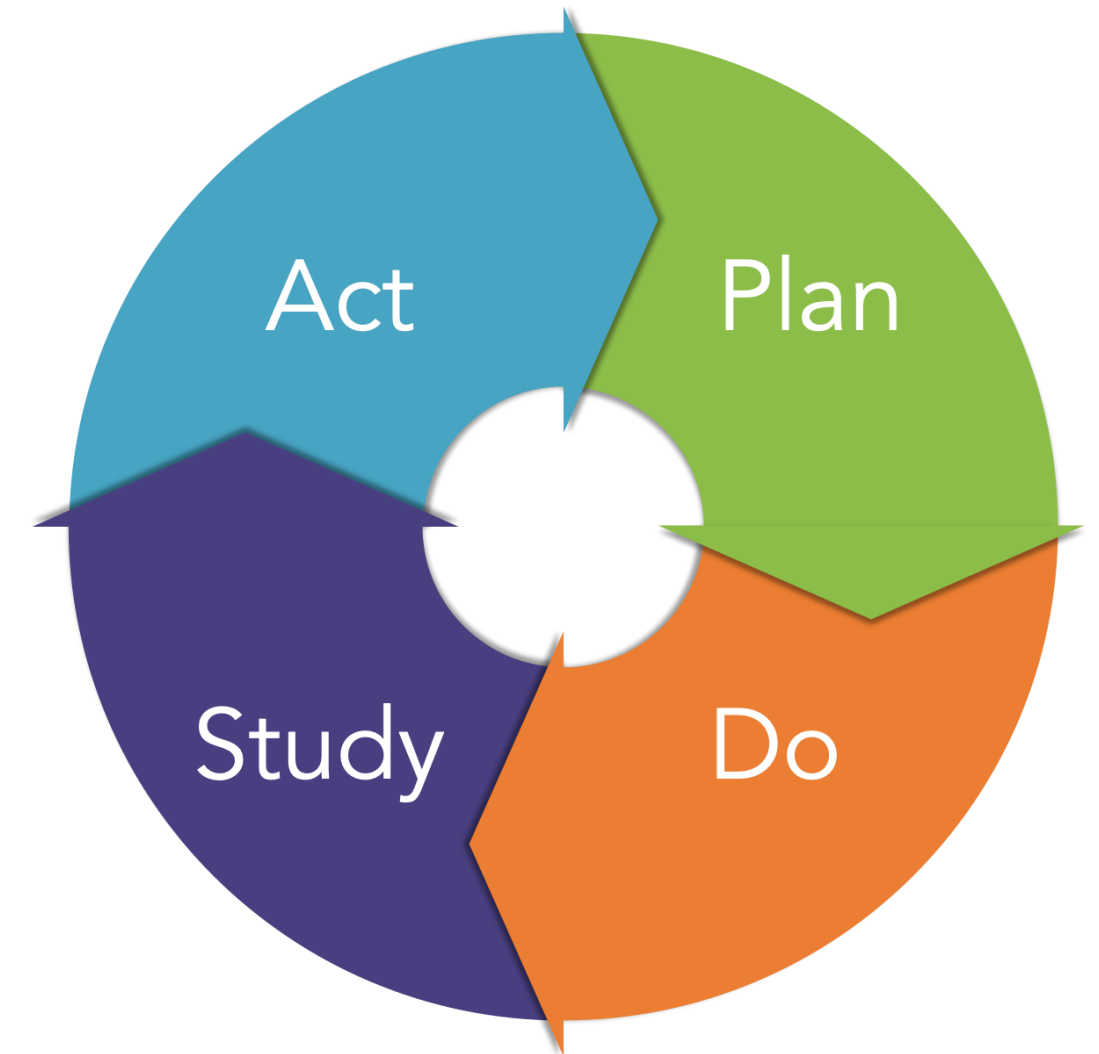
- ✓ Select and purchase a system
- ✓ Build and implement the new site
- ✓ Educate all staff
- ✓ Ensure attachments to policies are viewable and up-to-date

Study


- ✓ We are able to clearly view changes made and notes entered
- ✓ Monitor approval processes for late approvals
- ✓ Survey to evaluate satisfaction with the new system

Act

- ✓ Continued support for staff in policy management and use of system



Measuring Success



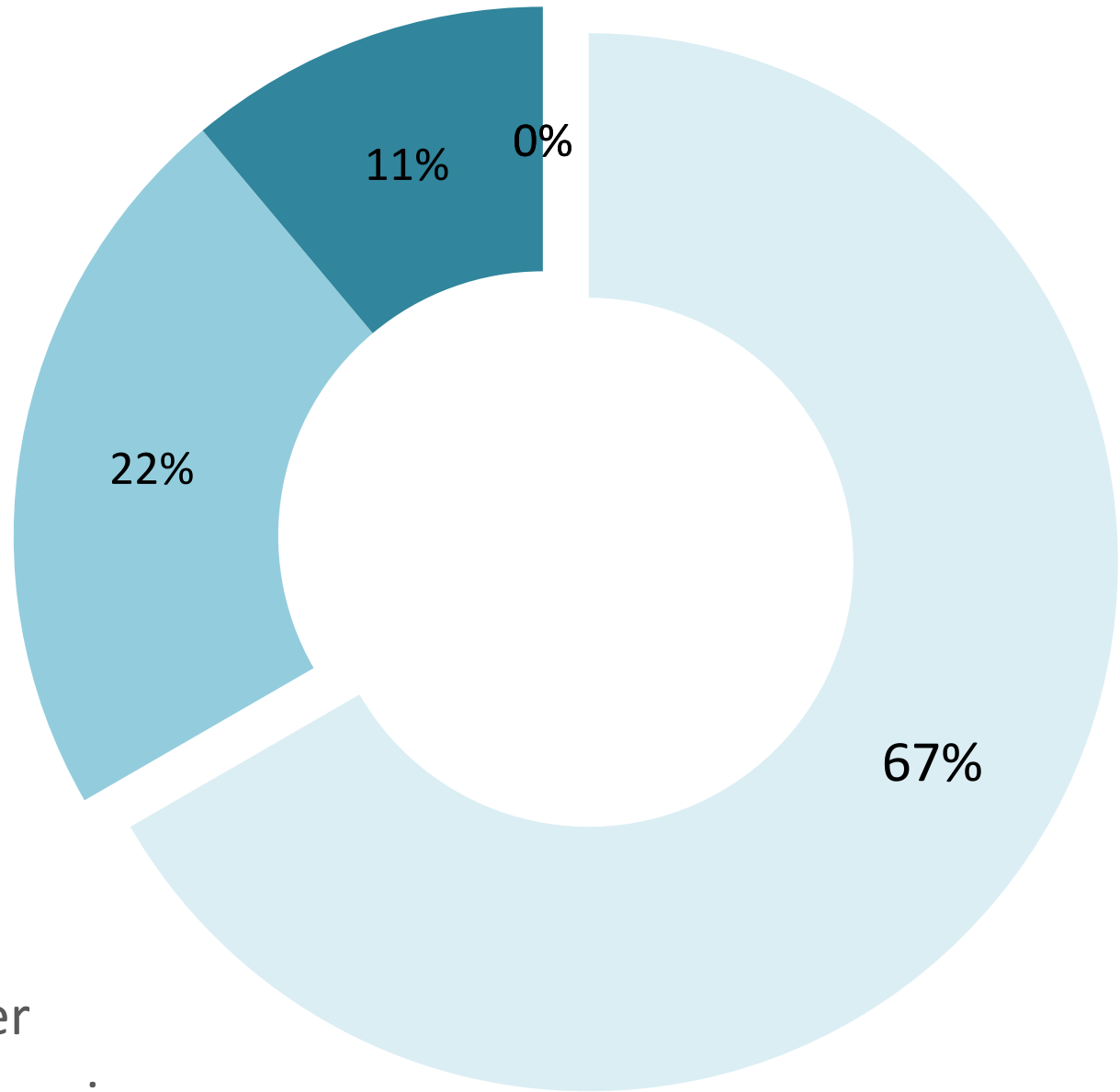
The Quality Team chose to purchase and implement MCN Policy Manager to house all policies. By building all policies into one housing system, we can easily browse, view, edit, track changes, and monitor approval processes on our policies.

We measured our success by looking at:

- ✓ Number of outdated policies
- ✓ Satisfaction survey of staff responsible for policy maintenance after implementation
- ✓ Track employee participation with training

Data and Trends

Ease of Use of MCN compared to Prior System

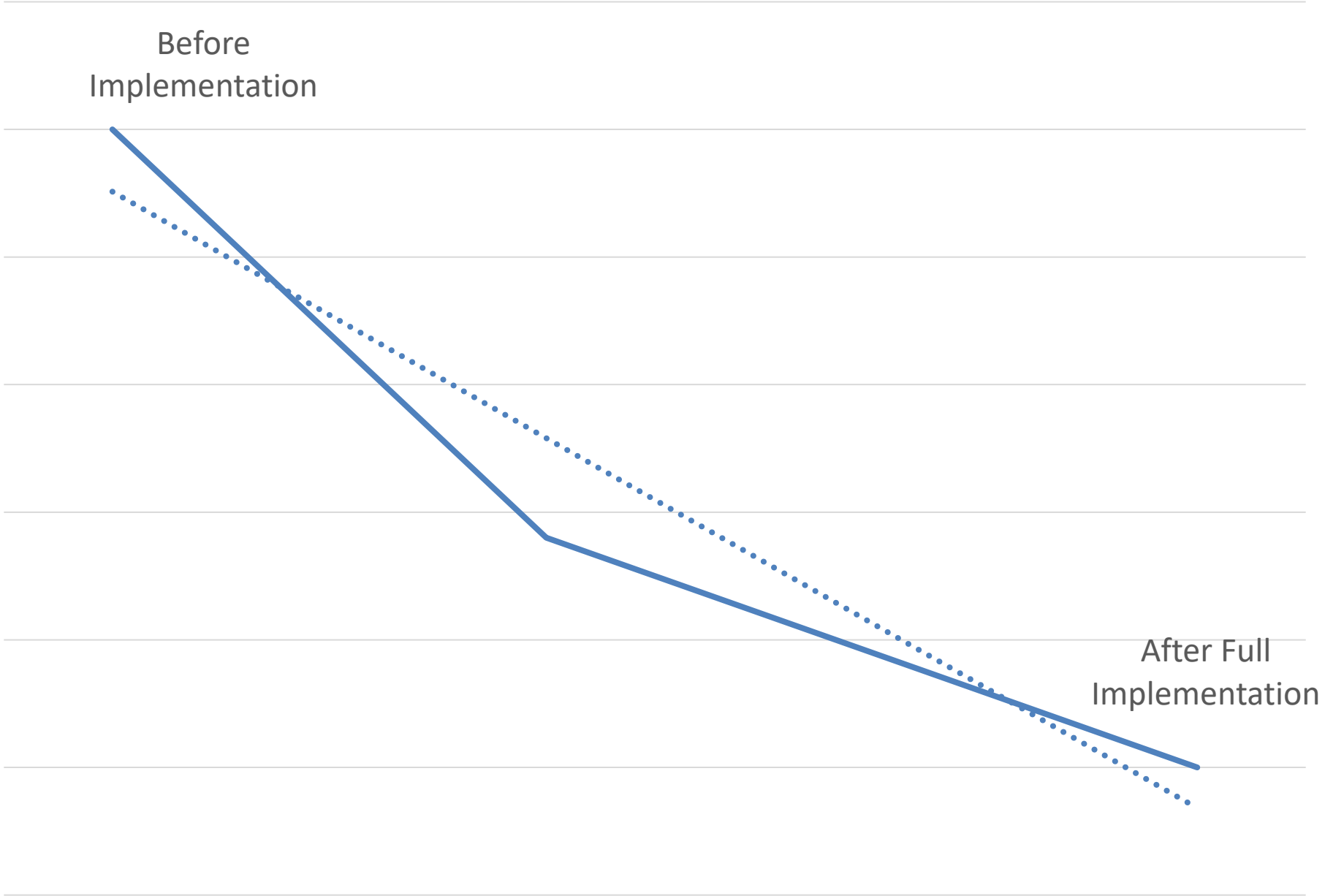


- Much Easier
- Somewhat easier
- About the same
- Somewhat harder
- Much Harder



- Staff training documented at 100%

Policies with Expired Approval Processes



Return on Investment (ROI)

Explore the financial implications of the project:

- ✓ Will costs/expenses be incurred to make noted changes?
 - No additional staff or equipment required
 - Training time for build team ≈ \$2,200
 - Initial implementation build time ≈ \$3,200
 - \$5,472.75 per year for subscription
- ✓ What savings/revenue will be noted?
 - Save approximately \$6,073/year of labor time on more manual editing and approval processes.
 - Prior system subscription \$6,800 per year
 - Avoiding penalties for non-compliance with regulations

Total Savings/Revenue = \$12,873

Total Cost/Expenses = \$10,872.75

**ROI is
favorable with
a Net Gain of
\$2,000.25**

Sustaining and Spreading the Change

- Monitor reports and overdue tasks
- Implemented an email for staff concerns or questions
- Continued support for staff responsible for maintaining policies
- Begin building and implement module for Contract Management

Thank You / Questions

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