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CASE STUDIES

Southwest Regional Rehabilitation Center

Background

Southwest Regional Rehabilitation Center (SRRC) is located in Battle Creek, Michigan and has been in existence since 1921. Their roots can be traced back to the need for medical rehabilitation care during World War I. Though many changes have occurred since then, their primary focus continues to provide specialized, comprehensive rehabilitation therapy services for all ages.

Challenge

Like many facilities, SRRC Policy and Procedure strategy needed updating. Policies were being transitioned from printed copies stored in three ring binders to their Intranet in various shared drives. Rick Albaugh, IT Manager at SRRC, says, "It was not the challenge of building a more robust solution than the shared drive option. It was the ongoing maintenance, support, and perceived headache that caused me to look outside for a solution."

The challenges that SRRC faced included:

- At least 20 managers/directors were involved in writing, editing and creating policies.
- Each policy went through approximately three different approval stages.
- The policy approval process took an average of five months.
- There was no automation or tracking once a policy began the approval process.
- Searching and retrieval was difficult.

Solution

SRRC evaluated three different solutions and chose PolicyStat's Policy Lifecycle Management Solution. Albaugh said, "There were a number of factors that we considered before we made the decision to go with PolicyStat. We had five people on our evaluation committee, and while we all had a common vision, each person seemingly had specific things that they were seeking in an automated system. After careful consideration, PolicyStat proved to be the most robust solution. They were very easy to work with and gave us a comfort level by ensuring they could have our solution up and running in a short period of time."

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Summary

SRRC began implementation in December 2009. Within 60 days, the initial solution was functional with all of their existing policies, approval flows, and user groups uploaded.

They were able to immediately begin using the system to:

- Create new policies within the system.
- Track existing policy approval flows.
- Measure turnaround time by individual and department.
- Improve staff efficiencies.
- Improve overall policy use.
- Organize their policies in one central database.
- Integrate into Active Directory for easy user management.

Although the platform has only been operational for five months, Albaugh believes the system has paid for itself and has helped the staff feel more comfortable about using policies and procedures to guide their daily actions. "The Return on Investment (ROI) has already been achieved in a short amount of time. Our policies and procedures are well-organized, very easy to locate, and PolicyStat has helped improve the overall efficiency of our staff considerably."

About PolicyStat

PolicyStat is an Indiana-based corporation providing an industry-leading policy lifecycle management solution for healthcare organizations. The PolicyStat solution increases productivity while simultaneously enhancing quality and compliance management. PolicyStat's Software-as-a-Service (SaaS) offering enables short customer deployment timelines by both minimizing IT staff involvement and providing vital implementation services. For more information, visit **www.policystat.com**.

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