

Case Study: St. Mary's Health Care Systems

Overview

Challenge:

The Information Systems Department at St. Mary's Health Care Systems was backlogged with document updating and maintenance for the entire hospital.

Solution:

A Net-It Central Document Portal empowered originators of documents to contribute directly to their site ensuring that all documentation is current and readily available.

Today:

The IS department can now focus on higher priority, more demanding projects and departments have an instant turn around time in sharing centralized, up to date documents.

"The contribution and management is controlled by the end user. We give them the control, authorization and flexibility..."

- Kerry Vaughn, Director of Information Systems

During your next visit to a hospital you may notice the nurse or practitioner referring to their policies and procedures manual for emergency instruction or medication dosage. A vital reference source for every hospital, policy and procedure manuals contain everything from administrative policies and standard forms, to safety and security instructions. Since hospital staff rely on this in an emergency, it could be a matter of life and death if the information is out of date or incorrect.

Located in Athens, Georgia, St. Mary's Health Care Systems is a private, non-profit, self-supporting acute care network serving a multi-county area of Northeast Georgia. They have made it their mission to provide holistic, quality health care delivered in a personalized, compassionate manner. Through responsible stewardship and responsiveness to change, they provide progressive health care leadership and therefore are recognized as the premier health care system in Northeast Georgia.

St. Mary's manages many programs including: St. Mary's Home Health Care/Hospice Services, which provides 24 hour care, 7 days a week; St. Mary's Industrial Medicine, Athens oldest industrial medical practice and serve as the official health care provider for the University of Georgia Athletic Association providing health care services to all UGA athletic teams.

Since health care is a very document intensive industry, communication and updating documents is a constant struggle. With 1,500 employees and approximately 10 departments processing essential information daily, funneling the process of updating and managing all critical documentation through one single department ensures a delay in employee access to information where such a luxury cannot be afforded. According to Kerry Vaughn, Director of Information Systems at St. Mary's, using a conventional information management system proved to be too complicated and did not offer a way for document originators to contribute their own documents.

"What we needed was a de-centralized, non-maintenance solution that enabled departments to contribute their own information", said Vaughn regarding the stress document management was putting on the productivity of his small IS department. Recommended by a peer, Vaughn was told that a Net-It™ Central portal was likely to support the hospital's need for a maintenance-free information sharing solution.



Provided by Informative Graphics[®], a Phoenix, AZ-based company, Net-It Central is a document portal solution in a unique class of its own. Net-It runs on a jDocs[™] program, which allows instant access to documents across any platform without the inconvenience of plug-ins. The originator of these documents is able to take information from desktop

applications, such as Microsoft Word, and create an easy access, automatically updated, intranet portal that requires no third party assistance, such as a Webmaster or IT Manager. New information saved in a file automatically updates to the portal and is accessible for viewing by anyone within the organization by way of a standard browser.

Net-It Central

? **Easy navigation of documents.**

? **Store source documents on any file server platform.**

? **Documents can be viewed through a standard browser.**

Implementation of Net-It Central required little instruction before the staff at St. Mary's had instant access to critical information and complete control over document updating and publishing. Radiology, Pharmacy and Case Management are just a few of the departments, which benefit everyday from the easy navigation and contribution of documents through the hospital's Net-It Central portal. With Net-It Central scheduled to automatically refresh all

updated documents every two hours, it is possible for the nursing staff to retrieve their schedules, memos and patient records virtually simultaneously when any new information is contributed or updates occur.

"The contribution and management is controlled by the end user. We give them the control, authorization and flexibility so it minimizes the impact on my IS department," said Vaughn on the direct control originators have over their own documentation using a Net-It Central portal.

Errors and miscommunications are greatly reduced within the institution now that reports are instantly accessible within the Lab Department and current Human Resource documentation is available to every staff member through their browser.

Eliminating the additional delay in processing documents through the Information Systems department has been a great asset in improving internal communication and efficient use of resources. The IS department can now focus on higher priority, more demanding projects and departments have an instant turn around time in sharing centralized, up to date documents.

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