



Over 3000 employees at Baptist Hospital of Nashville use Net-It Central to access healthcare delivery services documents

Industry
Healthcare - Hospitals
Company Facts
<ul style="list-style-type: none"> Established 1919 3,400 employees 700+ beds, 88 basinet 25 nursing stations
Challenge
<ul style="list-style-type: none"> The 25 nursing stations are responsible for the maintenance of more than 500 pages of policy and procedure information that is continually updated. Also, 30 online operations manuals containing 5000 pages require paperless system that is easy to use
Environment
<ul style="list-style-type: none"> 60 non-technical policy and procedure content managers using standard PCs
Return On Investment
<ul style="list-style-type: none"> Elimination of hundreds of employee man hours, 12,000 pages copying costs More than 3,000 of the hospital employees currently use the Net-It Central system.

Baptist Hospital – Anchoring the St. Thomas Health Care System

Middle Tennessee's largest not-for-profit medical center, Baptist Hospital, has served this region since 1919, consistently offering a wide range of programs and services to meet virtually all medical needs. Baptist provides a combination of professional expertise, state-of-the art technology, old-fashioned care and compassion. Licensed for 685 acute care beds, 18 sub-acute beds and 88 basinet, Baptist's main Nashville campus covers nearly two million square feet and spans more than six city blocks. Baptist is one of five area hospitals operated by St. Thomas Health Services, a member of Ascension Health, the nation's largest not-for-profit health system.

Operational Challenge

The five hospitals in the St. Thomas Health Services system are committed to using paperless intranet technologies wherever possible to improve quality of care, streamline access to information, and reduce costs. Baptist, the largest hospital in the system with more than 700 beds and 3,400 employees, has 25 nursing stations responsible for keeping more than 500 pages of patient care policies and procedures continually updated and disseminated to hundreds of nurses. Finding reliable, comprehensive Web alternatives for traditional paper-bound procedures that are easy to use by professional, non-technical staff is a challenge facing every healthcare institution today. Its astute selection and implementation of applications for such mission-critical functions make Baptist the leading IT innovator in the St. Thomas Health Services system.

Technology Solution

For the past five years Baptist Hospital has used Net-It Central, the automatic Web publishing solution from Informative Graphics, for the storage, updating and dissemination of a growing number of mission-critical operational and employee manuals. Today, 30 operational manuals are accessed regularly over secure Web sites by more than 3,000 of the hospital's 3,400 employees. Comprising more than 5,000 separate documents, these manuals include human resources policies and procedures, patient care standard procedure, on-call schedules, pharmacy drug listings, and other mission-critical operational information. Because Net-It Central automatically converts Word, PowerPoint, Excel, PDF and other standard desktop applications to HTML or jDocs and posts them to secure, designated Web sites, the non-technical staff of 60 assigned to update these documents can do so without additional help from IT. "Net-It Central automates the time-consuming task of updating files and publishing them to the Web," explained Brian Hendrix, team leader for the system's IT Services group. "It's as simple as editing a Word document and dropping the file into a folder on the Net-It Central server. The fact that 3,000 healthcare employees are actively using the system is a testament to its success."

Operational Results

Today, updates to the standard patient care manual can be updated, published to the hospital intranet and accessed by nurses within a matter of minutes. Before Net-It Central, the printing and distribution of the 500-page manuals – 12,000 pages to be duplicated, bound and delivered to 25 nursing stations – could take up to a week and required 15-20 hours per week from 10 employees. Today those employees can be

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assigned to other tasks. "Net-It Central is real time saver for the nursing staff," explained Gail Fraine, director of Infection Control at Baptist Hospital. "We are much more efficient than we were when we used paper-bound guidebooks and we can be much more confident in the timeliness of the information."

Because Net-it Central has become the primary repository for a growing number of mission-critical operational manuals, the professional staff has become much more efficient in identifying and implementing standard care procedures. "There's no more flipping through binders to determine procedure," said Hendrix. "One click and you're there. The emphasis is on the giving of care, as it should be." The software has also freed Hendrix and his staff from the drudgery of hand-coding the steady stream of document updates that would be emailed to him before Net-It Central was installed.

As a central repository, Net-It Central has also become instrumental in helping Baptist Hospital meet the reporting requirements of the Joint Commission on the Accreditation of Healthcare Organizations, which mandates regular reviews of standard healthcare policies and procedures.

"Net-it Central has become part of the nervous system of the hospital," said Hendrix. "It's an indispensable, every-day resource in our mission to deliver quality healthcare. We expect its use to expand within Baptist as well as among the other units in the St. Thomas Health Services system."