

Industry

Healthcare - Hospitals

Company Facts

- Established 1875
- 3,000+ employees
- 731 beds
- 55,900 ER visits in 2001

Challenge

- Find a way to distribute and continually update over 3,000 critical administrative documents to 180 managers and other staff. The solution must eliminate unnecessary paperwork and redundancy, but be simple enough for non-technical employees.

Environment

- Windows-based PCs

Return On Investment

- Elimination of copying and delivery costs (distribution to 180 managers up to 5 times/week)
- Makes current policies and procedures instantly available to 1,700 nurses

St. John's Hospital



Over 3000 employees at St. John's Hospital of Springfield, IL use Net-It Central to access healthcare delivery services documents

Organizational Overview

Founded in 1875, St. John's Hospital is one of the largest and most respected referral hospitals in the Midwest. St. John's is licensed for 731 beds. In fiscal year 2001, St. John's admitted nearly 22,000 adult and pediatric patients, delivered more than 1,500 babies, and cared for more than 118,200 outpatients. An additional 55,900 people were treated in the Emergency Department. St. John's has more than 3,000 employees. The medical staff numbers 650 physicians, dentists and podiatrists. A major teaching hospital, St. John's helps to educate more than 300 medical students and 150 resident physicians each year, through its affiliation with the South Illinois University School of Medicine.

Operational Challenge

For the past four years, St. John's has increasingly relied on its employee intranet to post policies and procedures, nursing directives, human resource information, management memos, accounting budgets and general administration directives. Designed to eliminate unnecessary paperwork, improve the quality of healthcare and encourage the participation of non-technical employees, Francis, the St. John's intranet, has become a central resource for all hospital employees. Key to its success has been the selection of online applications that are easy to learn, easy to use, and that save time and money by automating traditional tasks. Solutions have to be sophisticated enough to deliver dramatic improvements in productivity, yet simple enough to keep non-technical users coming back for more.

Technology Solution

The core application of the St. John's intranet is Net-It Central, the automatic Web publishing solution from Informative Graphics. Today, more than 3,000 mission-critical administrative documents are published and regularly updated on the hospital intranet, with volumes growing monthly. Because Net-It Central automatically converts Word, PowerPoint, Excel, PDF and other standard desktop applications to its own jDoc Automation format and posts them to the site, non-technical staff assigned to update these documents can do so without additional help from IT. "An intranet only works if it can be kept current," explained Mark Krieger, St. John's Web administrator. "Our staff checks the intranet daily because Net-It Central automatically publishes updates at 3 a.m. every morning. It's the place we all go to stay on top of things."

Operational Results

Because of Net-It Central, hospital staff can concentrate on care giving, not pushing paper. For example, before Net-It Central, bulletins were copied and hand delivered five times a week to the Hospital's 180 managers, many of whom redistributed to their own staffs. Today, management bulletins are posted – once – on the intranet. When it comes to policies and procedures for the nursing staff, these directives can be instrumental in maintaining the highest possible quality of care. "We pride ourselves on being able to provide our nursing staff with easy access at all times to the most accurate information on patient care," said Krieger.

continued



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St. John's Hospital



As a central repository of nursing directives, Net-It Central has become instrumental in helping St. John's Hospital meet the documentation requirements of the Illinois Department of Public Health (DPH), according to Pat Howard, Education Service Coordinator. "With Net-It Central, our 1,700 nurses are able to pull procedures quickly and easily off Francis to answer any questions that may come up during a DPH survey," said Howard. She says Net-It Central will play a similar critical role for the staff when the next review of the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) occurs in 2004. JCAHO is a national accrediting body that mandates regular reviews of standard healthcare policies and procedures.

"Because of Net-It Central's method of publishing, we can document for JCAHO exactly what information is available to our nursing staff," explained Krieger. "That's a powerful tool for healthcare management accountability and consistency."

Howard says Net-It Central's ease-of-use has helped her large staff become more comfortable with communicating electronically. "With paper binders, it's always a challenge to be sure you're searching in the right place and you worry about keeping multiple copies current. With Net-It Central, you go right to what you need and you can be sure it's the most recent update."

Krieger expects Net-It Central's role as a core application on the St. John's intranet to grow. "We anticipate adding more documents, more departments, and more functionality, including a search capability. We've shown we can save our staff time and money, and we're eager to do more."