



Island Hospital Streamlines Safety Procedures and Boosts Compliance with PolicyTech[®]

“PolicyTech makes it much easier to share and standardize safety information so we can make sure the right action plans have been implemented and recorded. PolicyTech helped us significantly reduce safety violations.”

Sandra Sheikh
Quality Improvement Coordinator & Safety Officer



Solution



Highlights

 INDUSTRY Healthcare Services	 NUMBER OF EMPLOYEES 750+	 BEFORE 40 to 60 emails to deal with each safety procedure violation and remediation.	 AFTER All policies and procedures are well documented and auditors praise program.
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When properly managed, communicated and enforced, policies:

- » Convey the organization's mission and enable the execution of its strategy
- » Ensure that employees clearly understand expectations and consequences
- » Influence employee behavior and decision-making
- » Create a positive and respectful workplace
- » Foster credibility and trust with customers and business partners
- » Improve productivity and business performance
- » Ensure the organization meets all legal standards required to operate
- » Help the organization avoid litigation and mitigate risk
- » Identify, prevent and respond to criminal conduct
- » Protect the organization's people, reputation and bottom line

[Download the Definitive Guide to Policy & Procedure Management to Learn More](#)

The Challenge: Email Discussions Bury Critical Information

Island Hospital's accreditation process requires them to keep detailed records on hospital procedures – including violations and remediation.

"Before PolicyTech, we often had different versions of policies and procedures floating around our hospital and 13 clinics," said Sandra Sheikh, Island Hospital's quality improvement coordinator & safety officer. "We were sending out spreadsheets via email each week to alert staff to policy and procedure violations that needed to be addressed."

After receiving the emails, department managers and safety officers would exchange dozens of emails discussing how to address the violation. "We would accumulate 40 to 60 emails per issue. We were burying critical information – and sometimes staff wouldn't take action because there were no clear next steps," said Sheikh. "It was a very chaotic and disorganized process."

The Solution: PolicyTech Systemizes & Standardizes

After purchasing PolicyTech, Island Hospital leveraged the tool to facilitate a systematic process of updating and standardizing the hospital's 4,000 policies and procedures. This process eliminated redundancies and outdated versions of policies, and established a clean, approved draft of each policy and procedure.

Once the organization had the new master set of policies and procedures captured in PolicyTech, they began to make improvements in their approach to finding and addressing policy and procedure violations.

"Instead of walking around the hospital noting errors in a spreadsheet during our 'Safety Walks,' it was easy to create a Safety Walk template in PolicyTech," said Sheikh.

"Now, when staff finds a violation, they enter it directly into the template in PolicyTech. When it is time to follow up – PolicyTech prompts us – we can clearly see what was done and who signed off on it. The whole process is automatically documented – from what was found to how it was remedied."

Policy Management: PolicyTech[®]

Centralize, simplify and strengthen your policy management lifecycle with PolicyTech. Automating this foundational process of your E&C program reduces legal risk while increasing productivity, accessibility and accuracy of your policies.

Policy Writing & Review

Determine whether your policies are aligned with your risks with a policy review or writing assistance. Our approach brings your policies into compliance with all applicable laws and regulations while increasing readability and engagement.

Agile Code of Conduct[™]

Bring your code to life with an agile code of conduct. With NAVEX Global's Agile Code of Conduct, users can navigate your code document through interactive links. This dynamic file allows you to create and include unique rich media content that helps employees access and better understand your guidelines and policies.

The Results: Reduced Violations, Improvements to Workflows & More

100% Policy & Procedure Consistency Across Locations. Before PolicyTech, staff in different locations created their own versions of documents. "Each of our clinics now uses PolicyTech," said Sheikh. "It has been instrumental in achieving ISO certification and maintaining consistency throughout our organization." They are assured that everyone, no matter their location is aligned.

Reduced Safety Violations. Island Hospital's new streamlined Safety Walk program has significantly reduced the number of safety violations. "While we are resolving an issue, the whole department is required to read and attest to the incident findings so they know what happened and what is being done to correct it," Sheikh said.

Increased Accreditation & Audit Compliance. With thorough, systematic and easy-to-access documentation, PolicyTech has helped the hospital better maintain and document compliance with accreditation requirements. Sheikh estimates they have saved about one hour of staff time per audit, and saved about three hours of staff time on follow up per audit.

Across the organization, staff and executives enjoy PolicyTech's ability to streamline workflows, provide clear action steps and documentation and help find and circulate the right information quickly.

About Island Hospital:

Island Hospital is staffed by 750 employees, including over 190 physicians and healthcare providers. With 43 beds, Island is the smallest hospital in Washington State providing Level III trauma care. Island Hospital also operates seven family care clinics and six specialty clinics.

ABOUT NAVEX GLOBAL

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