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CASE STUDY:

Mountain States Health Alliance

Mountain States Health Alliance Streamlines Policy Workflows Enhancing Staff Productivity and Patient Quality with PolicyMedical PolicyManager™

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WHO IS MSHA?

[Mountain States Health Alliance (MSHA)](#), formed in 1998 is the largest healthcare system in Northeast Tennessee and Southwest Virginia. Based in Johnson City, Tennessee MSHA operates a family of 13 hospitals servicing a 29-county region. Its offerings include a large tertiary hospital with a level 1 trauma center, a dedicated children's hospital, several community hospitals, two critical access hospitals, a behavioral health hospital, two long-term care facilities, home care and hospice services, retail pharmacies, outpatient services, and a comprehensive medical management corporation.

THE PROBLEM

Before 2006, Mountain States' hospitals were using a combination of paper manuals and a homegrown electronic site. This process proved to be cumbersome, inefficient and often resulted in duplicated policies in different departments. Above all, their in-house system built by the organization's IT department, while a great idea, wasn't user-friendly and was missing the mark in terms of functionality. With a growing organization, Mountain States Health Alliance needed a new solution and fast!

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THE SOLUTION

The team at Mountain States Health Alliance made the call to begin the search for a dedicated user-friendly system designed for hospitals and health systems that would answer their policy and procedure management needs. Their list of must-haves included: system alerts for when updates and reviews are required, improved accessibility in real-time by all team members, and a solution that would help them decrease duplications and replications amongst others.

Representatives from an internal policy management team performed the research and evaluated the available software applications. After careful consideration, it was decided that PolicyMedical's PolicyManager™, a SaaS-based policy and procedure management solution designed for healthcare, would best meet the organization's needs based on its ability to fulfill all the criteria set forth, as well as for its ease of uploading documents to the system and the robust Google-like advanced search feature.

> **"**As always, PolicyMedical and all those who assist us from PolicyMedical are awesome. The customer service provided is superb and should be a role model for all other businesses throughout the world.**"**
>
> **Myra, Policy Manager Administrator, MSHA**

"We have always been impressed with your Technical Department and the staff you have working at Policy Medical. It is evident that great care is taken in selecting staff that are knowledgeable and very courteous. It is always a pleasure to work with anyone at Policy Medical. I wish there were more companies that operated such as yours. You certainly have built your company on the philosophy to treat others as you would want to be treated, and this shows in all the things you do. So glad we found Policy Medical as our organization's software to house our policies, procedures, and other documents." Pam, Policy Manager Administrator, Mountain States Health Alliance.

THE CHALLENGE

Following implementation, the management team at Mountain States Health Alliance were met with some resistance to change. Creatures of habit, many users were against eliminating the paper manuals, opting in many cases to print out documents from PolicyManager.

However, staff soon recognized the full advantages of having the new software, not only to the business itself but to their day-to-day work. In particular, front-line staff benefited from the improved efficiency of being able to access the most current policies within seconds no matter where they were, as well as the quick policy search and review feature meant that they weren't fumbling through papers when in a pinch. On the management side, the quick electronic signature feature, the ability to easily find and replace documents and the capacity to publish documents organizationwide as soon as they've been approved enhances operational efficiencies ten-fold.

THE OUTCOME

The beginning of something wonderful

Since implementing PolicyManager in 2006, Mountain States Health Alliance has enjoyed many of the robust features and functionality it has added to their policy management and procedure processes. Most of all, with improved document and version control, the organization appreciates how the software has effectively eliminated the guesswork that has allowed staff to act swiftly and with certainty.

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What's more, the addition of PolicyManager added a new level of accountability throughout the organization. This was a result of being able to designate several roles and responsibilities to different people by automating and streamlining the workflows within the solution. Doing so gave team members a true sense of ownership and transparency for where and when in the workflow progress was being held back.

Lastly, with the system's ability to allow hyperlinking to other sites like the Learning Management System and other locations helps management provide staff with clarity. For example, Mountain States Health Alliance can now link to documents in Elsevier Clinical Skills and EMR documentation, plans of care, physician order entry and more to ensure proper execution and offer management peace of mind.

Friendship

Having used PolicyManager for more than 10 years now, the staff at Mountain States Health Alliance have and continue to love working with the PolicyMedical team. In particular, the excellent quality, and prompt customer support with any troubleshooting or recommendations for enhancement.

About PolicyMedical

Trusted by more than 3000 healthcare organizations, PolicyMedical is a leading provider of cloud-based enterprise-class healthcare regulatory compliance software solutions designed to reduce administrative burden and enhance patient safety. We were founded in 2001 with the vision to make people happy and healthy by reducing the stress, and anxiety related to policy, contract, vendor and employee management. Our customers include Dignity Health, Kindred Healthcare, Baylor Scott & White Health, Advocate Health Care and others.

To learn more, visit www.policymedical.com or take the two-minute virtual PolicyManager tour.

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