

St. Peter's Health Partners

Eliminated paper-intensive processes, centralizes policy access with Xerox® DocuShare® Content Management System

“DocuShare is a very cool way to share needed information—quickly, easily, and effectively! And it's accessible anywhere, anytime.”

George Zimmerman, Internet Administrator, St. Peter's Health Partners



ABOUT ST. PETER'S HEALTH PARTNERS

St. Peter's Health Partners is a not-for-profit integrated health network with 12,000 employees in more than 170 locations in the Capital Region of Albany, New York.

It is a member of Trinity Health, one of the largest Catholic health systems in the United States.

CASE STUDY SNAPSHOT

The Challenge

- Paper-heavy processes made communication and collaboration inefficient
- Excessive printing led to increased costs
- Manual, inefficient processes to update clinical policies and procedures

The Solution

- Xerox® DocuShare® platform
- Integration with secure fax, SharePoint Portal and multifunction printers

The Results

- Secure, easy access and transfer of patient data within HIPAA guidelines
- Policy and procedural documents managed on-line, with versioning, ensuring consistent patient treatment
- Lower costs across the organization
- Full regulatory compliance
- Access to hospital documentation by mobile and geographically dispersed workers

THE CHALLENGE

Like many large organizations, St. Peter's was bogged down with paper and had difficulty managing communications and information sharing in its paper-intensive environment. Printing crucial, frequently updated documentation, such as nursing standards of care and training manuals, pharmacy formulary procedures, hospital-wide administrative policies, human resources forms, and regulatory materials, such as those required by the Health Insurance Portability and Accountability Act (HIPAA) and the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), was costly. It was also slow and inefficient keeping policies updated.

THE SOLUTION

St. Peter's had a three-part goal: eliminate paper-intensive processes; provide electronic access to all documents, forms, and policies from a central location; and effectively streamline policy updates and delivery to multiple locations. George Zimmerman, Internet Administrator, evaluated a variety of options in his quest to find a solution that would meet these objectives. He chose Xerox DocuShare because of all the benefits it offered his organization, including ease of use, security down to the document version level, Web-based access from anywhere in the world, and the ability to flexibly store and manage any type of content.

THE RESULTS

Together, St. Peter's and the DocuShare team created a manageable solution that would enable St. Peter's to achieve all its objectives. Since the initial deployment in 2001, St. Peter's replaced numerous paper-intensive processes throughout the organization with DocuShare—with amazing results.

Women's & Children's Department

With an internally built solution integrating DocuShare and secure fax, the Department can securely transmit offsite and onsite physician referrals instantly and also archive the referrals for later reference—all within HIPAA guidelines for secure transfer of patient data.

Nursing

Previously, all 16 nursing stations had shelves of paper binders containing all official policies and patient procedures, which were difficult to keep up to date. DocuShare replaced them all, saving physical storage

space, ensuring consistent treatment practices across the organization, providing quick access to patient care information, and reducing the time to process updates from months to two weeks.

Information Technology

The IT department uses DocuShare to instantly publish electronic versions and updates of critical documentation, including emergency preparedness guidelines, safety data sheets, online storage plans, and more.

Regulatory Compliance

DocuShare played a central role in supporting compliance with a variety of regulatory requirements, such as HIPAA and JCAHO, by making all policy documentation accessible and easily updated, saving time, print, and mail costs.

Pharmacy

St. Peter's multiple pharmacies now have centralized access to the most recent versions of drug information documents, policies and procedures, physician order forms, and the hospital formulary.

Hospice

St. Peter's Community Hospice is primarily concentrated in county offices surrounding Albany, NY. However, the system includes one partner located in South Africa, where the organization has added hospice services for HIV/AIDS clients. With DocuShare, delegates visiting South Africa can remotely access public health policies from the St. Peter's intranet, saving courier costs and improving patient care by providing immediate access to up-to-date policies.

Human Resources

With DocuShare, employees have access to interactive HR forms that they can complete online and email to the appropriate department, avoiding the trip down to HR to physically retrieve the forms, fill them out, and send them back. HR can also easily update personnel policies and give everyone in the organization instant access to the latest information.

Project Management

St. Peter's improved its project management process by placing meeting minutes for projects in DocuShare collections. This triggers an email alert to all attendees that the project plan was updated. "That's pretty powerful and effective," declares Zimmerman.

**THE FUTURE**

With all the benefits the organization has realized since implementing DocuShare, St. Peter's further plans to take advantage of DocuShare's workflow routing capabilities and collaboration features. In fact, Zimmerman has already placed all the material and training guides for security into DocuShare and simply sends the link to everybody involved. "There's a big improvement with this approach, as we no longer have to send large files via email, only a single link," states Zimmerman. Finally, St. Peter's is actively integrating DocuShare with its intranet solution, Microsoft's SharePoint Portal, to make DocuShare content more widely available to its constituents. "The ability to integrate DocuShare with other products like SharePoint makes it easy for us to take advantage of other solutions without losing any of our current capabilities," Zimmerman states.

"DocuShare makes our nursing standards and policies readily accessible. With the online search function, we can find a specific standard or policy much faster than before. And revisions are available within two weeks—not months!"

Debbie Powers

RN and Patient Care Administrative Coordinator, St. Peter's Health Partners

XEROX® DOCUSHARE®

Xerox® DocuShare® is the easiest way to digitize, automate and manage your business content and processes whether on-premise or in the cloud.

Whether you have 10 employees or 100,000, this mobile-friendly, intuitive, cloud-enabled enterprise content management platform has the tools to help you start working better today.

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