

Hospital Intranet Portal Quickly Replaces Costly Manuals and Improves Communications Across Regional Centers Customer Profile



Sparrow Health System

Business Challenge

Sparrow wanted a secure Web-based solution to manage their extensive and quickly changing policy and procedures manuals. The system needed to conform to accepted electronic methods of information exchange so that Sparrow would comply with accreditation standards. They also wanted to contain costs with a rapid implementation.

Solution

Click Commerce eResearch Portal

Results

- Averages more than over 80,000 hits monthly, with an average use of six minutes per visit
- Satisfied JCAHO documentation requirements using electronic publishing of policies and procedures via the Intranet
- User and administrator training conducted in under 20 minutes
- Rapidly customized to Sparrow's brand identity
- Access in over 40 off-site locations
- Significant savings in printing costs of manuals
- Customized forms, anonymous suggestion boxes and self-managed department Web pages enhanced usage and acceptance
- Rapid access to up-to-date policies and procedures

"We were looking for a secure Intranet in a box, that wouldn't take a year and a half and \$2 million to implement. Click Commerce fit those requirements."

Annette Burge

*Web site/Intranet Administrator
Sparrow Health System*

From a community hospital 100 years ago to a regional health system today, Sparrow has become Mid-Michigan's largest health care employer with 6,000 employees. Sparrow also has over 40 regional centers for Cancer, Children, Diabetes, Neuroscience, Trauma/ER, Perinatal, Neonatal Intensive Care, physician's offices, pharmacies, regional labs and rehabilitation centers.

Business Challenge

Lack of experience with technology coupled with strict compliance regulations can be barriers to implementing electronic systems in a hospital environment. For hospital staff members, continual printing and cumbersome manual paper updates to printed policy and procedure manuals present significant administrative challenges.

At Sparrow Health System, updated and accurate policy manuals are required at each nurse's station to maintain regulatory standards. These hard copy manuals must be frequently updated by hospital staff, which requires extensive time and management. Policies were also difficult to locate in these binders, unless one knew the policy name or number. With 70 nursing stations and more than 600 policies and procedures, Sparrow staff members faced an increasing burden on their time, potentially taking away from patient care.

Sparrow Health System required a system that was quick to implement, economical, included necessary applications, and was simple for inexperienced computer users. Due to security requirements, an applications service provider or remotely hosted server was unacceptable. The hospital required a self-contained system that could be managed on the hospital's Intranet, easily updated by novice users and adopted quickly and easily at each of its more than 40 off-site locations.

Solution

Sparrow Health System and its 40 regional locations overcame lack of technology experience and geographic and economic barriers by implementing the Click Commerce eResearch Portal. With this system, Sparrow personnel manage daily activities through task force calendars,

disseminate meeting minutes, and collaborate on documentation approvals, policies, procedures and standardized forms. The system is also used to distribute up-to-the minute nursing procedures to associates who require immediate notification.

Utilizing eResearch Portal, Sparrow has increased communication time and satisfied complex compliance requirements. The system went live the day the configured server was delivered.

Why Click Commerce

Prior to selecting Click Commerce, Sparrow distributed a request for proposal to 11 vendors. The proposal stated, "We are looking for an Intranet in a box that won't take a year and a half and \$2 million to implement." Sparrow selected the competitively priced Click Commerce eResearch Portal, based on the following reasons:

- Speed to implement
- Economic solution
- Easy adaptation by non-technical computer users
- Strong security management functionality
- Ability to have distributive authoring
- Easily customized to Sparrow's branding

Results

The eResearch Portal system was implemented out of the box and went live upon delivery. Currently, the system averages more than 80,000 hits monthly, with an average use of six minutes per visit.

Sparrow initially deployed the system in the hospital's nursing department, which is where the policy and procedures manuals are updated and stored. The extranet was introduced at management, committee and orientation meetings to gain acceptance and encourage use. As they began using the system, the nursing staff found that they could complete administrative jobs quickly and efficiently, allowing for more time and interaction with patients. As more functionality was added to the system, usage increased substantially. For example, nurses soon realized it was no longer necessary to order and store 500 forms, but rather complete and print one, online form. Nurses also discovered that by using electronic forms, they no longer needed to write a patient's name numerous times on a consent form. Acceptance continued to increase when nurses realized they could customize forms and reduce their administrative workload.

As eResearch Portal was deployed to other departments, users discovered how easy it was to use the system - training can be completed in less than 20 minutes. Each department can also maintain their own Web pages and individually update information in an easy and timely manner. Users are assured of viewing the current version of policies and procedures online, which was impossible with the manual binders. Accrediting bodies, such as the Joint Commission Accreditation of Healthcare Organizations (JCAHO) accept the electronic dissemination of information such as policies and procedures, as long as a hard copy is maintained in the main nursing administration office.

Departments managing especially sensitive information, such as the admitting and patient financial services departments, can password-protect their policies and procedures. While

no patient data is handled on the system, even the policies and procedures for handling patient data must be secure.

At Sparrow Health System, the Click Commerce eResearch Portal is used across multiple locations and departments. Access to the Web site and use of the system is available in over 40 locations, including numerous nurses workstations in three hospitals, 13 physicians offices, nine regional lab offices, eight pharmacies, nine rehabilitation centers, four durable medical equipment retail locations, and a homecare nursing division.

Department members and the Web team were especially enthusiastic about being able to load documents into the system in any format. The flexibility of the system meant that the Web team did not have to convert documents into HTML. Instead, nurses, who generally had the least experience with computers, could load their own documents through simple browser forms.

By eliminating the need for printed manuals, the printing department is now spending time on more value-added work such as brochures and customized collateral. As for the Web team, they have helped create customized forms, anonymous suggestion boxes and self-managed department Web pages, which have enhanced usage and acceptance.

Using the eResearch Portal solution allows Sparrow Health System to provide access to nursing staff through shared workstations. Web-enabled workstations save the hospital thousands of dollars by reducing costs associated with many printed documents and copying for multiple distribution sites. At the same time, Sparrow saves considerable clinical and administrative staff time that would be spent looking for and completing paper documents, allowing more time for patient care.

About Click Commerce Research and Healthcare

Click Commerce Research and Healthcare is a leading provider of automated research administration and compliance systems to many of the premier research institutions in North America, including Johns Hopkins University, Duke University and the University of Pittsburgh. Click's eResearch Portal can be configured to accommodate institutions of all sizes and is backed by an experienced Professional Services organization and the financial stability of a Fortune 200 company.

Take the Next Step

Contact us to find out how eResearch Portal can be licensed and configured to support your institution's processes.

Visit us online at: research.clickcommerce.com, or call **1-800-590-5400**.