Necessity for Stellar Document Management:  
5 Must-Have Benefits For Your Healthcare Organization  

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# Key Drivers For Adoption

- Evolution and emergence of Accountable Care and Value Based Purchasing.
- Multi-Agency Accreditation and Standards Compliance in order to compete within market place.
- Need for a state of continued readiness due to stringent regulatory oversight.
- Increasing payer oversight for compliance and adherence to care criteria.
- Emphasis on patient safety & quality.
- Need for demonstrating employee compliance to P & Ps.
- Ready access to key documents within environment of care.
- Need for alignment across all stakeholders and divisions within healthcare organization.
- Need for reducing cost and increasing operational efficiencies for managing documents across the enterprise.

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**IMPACT OF ACO ADOPTION AND VBP PROGRAMS**
Emerging trend for ACO adoption – there will be 200-500 ACOs by 2013

Most organized around value based purchasing programs requiring close coordination and collaboration with group of care providers

For next 5-10 years, focus will be on inpatient setting with primary aim of reducing adverse outcomes or readmissions

Secondary focus will be on provider management of patient populations for optimum outcomes and delivery of care
MEETING ACCREDITATION STANDARDS AND REQUIREMENTS

Maintaining a State of Continued Readiness

- Many healthcare organizations now seeking accreditation with multiple agencies for marketing and brand development
  - TJC, DNV, ISO-9002
  - CAP, CLIA, ACR
- State based surveys becoming more rampant
- Accrediting bodies, state agencies and the like are encouraging the public to report complaints and concerns with healthcare organizations, resulting in additional unannounced, unscheduled inspections
- Many agencies, like TJC, adopting unannounced surveys. Surveyors arrive unannounced for most surveys.
  - Exceptions to the unannounced survey process include:
    - Initial accreditation surveys
    - Early Survey Option surveys
    - PPR Options 2 or 3
- All CMS deemed surveys or surveys conducted for CMS recognition are unannounced.
## Maintaining a State of Continued Readiness

- Critical for hospitals to provide care on a daily basis that meets accrediting body regulations.
  - A surveyor can walk in on a moment's notice and hit the floor in 10 minutes. Your goal is to be ready for that.
- Key components for success:
  - Staff knowledge
  - Increasing burden for compliance with regulatory standards.
  - Documents have to be aligned appropriately to many bodies.
- Constant readiness forces facilities to take a more organized, concerted approach to performance management and putting in place systems such as document control and management solutions

### MEETING ACCREDITATION STANDARDS AND REQUIREMENTS

### PAYER OVERSIGHT AND AUDITS

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3/12/2012
**Major Coding Changes Driving Increased Payer Oversight**

- Increasing payer oversight for compliance and adherence to care criteria
- OIG taking more active role in audits for fraud and abuse
- RAC Program
- CMS changes to reimbursement programs that involve P4P, VBP etc.
**Patient Safety Emerging as a Key Driver to Better Systems**

- Emphasis on patient safety & quality.
  - Emergence of PSO and need for organizations to demonstrate systematic approach to addressing safety.
  - Healthcare organizations being driven to better address patient safety issues and limit preventable adverse events by instituting mitigating safe guards.
  - Increasing need for staff to be knowledge-able and aware of safety policies, protocols, procedures and guidelines in order to comply and mitigate incidence of safety events.
  - Emphasis on demonstrable and quantifiable employee adherence, competence and compliance with current established policies, procedures and protocols.

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**Patient Safety a Key Driver**

- Ongoing vigilance to patient safety is a key rapid-fire strategy to regulatory readiness.
- The Patient Safety and Quality Improvement Act of 2005 drove individual healthcare systems toward building a culture of safety.
  - A new position has emerged: the Director of Patient Safety.
    - This person focuses the organization on safety as a priority and builds a structure and process that facilitates improved outcomes.
    - He or she may lead an interdisciplinary patient safety committee, which reports to the board, to strategize, analyze, and prioritize organization-wide safety initiatives.
MONITORING EMPLOYEE COMPLIANCE AND KNOWLEDGE

Required For Staff to be Current with Regulations & Standards

• Today's surveyors spend most of their time in the direct care areas
  • Staff members need to be up-to-date with the latest regulatory standards and comfortable in communicating knowledge of the regulations as it relates to polices and procedures.
• Healthcare systems should offer designated intranet sites that house preparation materials such as mock surveys, readiness checklists, newsletters, and staff postings for "lingo" to permeate through the organization
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| INCREASING DEMAND FOR DOCUMENT MANAGEMENT SYSTEM |
Healthcare Market Document Management Considerations

- Challenges of moving from the current state of document management to a centralized system of access and control
- Key manual processes and functional requirements identified by market
- Sources of content to be inventoried, catalogued and linked
- User access and deployment of document management solutions
- Executive and leadership requirements for outcomes reporting

Challenges of Moving To A Centralized System
Key Manual Processes & Functional Requirements Identified by market

- Version control and the ability to track versions, including highlighting and identifying changes
- Policy categorization into a flexible and customizable taxonomy
- Policies and procedures segmentation by facility and/or organizational level
- Replication of existing workflows for updating and approving documents
- Automated alerts and triggers to notify users of document updates and other events
- Performing intelligent search capabilities
- Ensuring documents are viewable from any shared or dedicated terminal
- Setting up security levels and restriction of views of data; as well as allow read and edit permissions to be set on a per policy basis (the most granular level)
- Competency and education functionality to monitor user adherence to documents

Sources of Content to be inventoried, catalogued & linked

- Full inventory of all documents, update status, format and location
- Archiving ability of previous versions and history of updates
- Training modules supplemented with existing course content
- Identification of all standards and regulations to be cross walked with documentation
- Linkage of standards and regulations and the ongoing changes to the documents affected by changes
- Interfacing with existing Active Directory, Human Resources databases, Learning Management systems
- Linkages to other associated documents with system
- Linkages to other data sources outside of system
User Access and Deployment of Document Management solutions
• Ensuring solution is browser based across all browsers in use by facility
• Flexibility of permissions by user, department, site and/or content
• Allowance of multiple system administrators
• Allowance for multiple sites to access system

Executive & Leadership Requirements for Outcomes Reporting
• Standard and familiar reporting software used
• Ability for an executive to generate reports
• Generation of customized reports based on existing fields and/or data points
• Ability to pull exception reports on users that have not complied to policies
• Reports synced with review cycles of documents