

Kaiser Permanente Northern California chose Xerox® DocuShare® as a cost-effective, secure and easy-to-use document management system for their staff.



Need

The staff at Kaiser Permanente's Northern California facilities handles thousands of documents daily and needs immediate access to the most up-to-date hospital information. For example, in just the medical centers and business units, this includes more than 500 medical forms, manuals, brochures, training materials and policy guidelines for compliance with Joint Commission on Healthcare Accreditation (JCAHO), Health Insurance Portability and Accountability Act (HIPAA) and other standards. Access to this information is critical to the management and administration of a hospital.

Like many healthcare systems, this region of Kaiser was reliant on hard copy documents. Each department needed access to its own specific forms, as well as to those used throughout the organization.

As if that wasn't challenge enough, staff was spending time on the inventory, ordering, storage, replication and distribution of hard copy documents – time that could be better served on patients.

Kaiser needed a system to manage documents, so that non-technical people across the organization could publish documents to a website where they could be made available for browsing or searching.

Solution

Kaiser selected the Xerox® DocuShare® Platform, a secure, web-based ECM system for publishing, sharing and managing information.

The solution was easy to use, yet effective. The IT staff set up a primary internal website for both internal registered users and "guests." All documents, including regulatory compliance policies and procedures could be accessed from this central repository. From there, each department set up its own "micro-site," where their specific forms, policies and procedure documents are stored.

Security is a major concern for the healthcare industry as a whole, so it was important for the system to keep information safe, yet be flexible for a wide range of users. And DocuShare does just that. Several security features can be applied to the site, such as password policies, usage of groups and access permissions. When a user adds a collection for documents, he or she chooses who can read, edit and delete each document.

To streamline document tasks, system integrators used a graphical design interface to set up custom workflows. The custom actions were made available for users to run using DocuShare content rules.

Benefits

DocuShare was easy for Kaiser's busy support staff, doctors and nurses to use with very little training. Initially deployed to a single department, DocuShare use grew quickly to more than 5,000 contributing users across all levels of the organization.

With DocuShare, the user community controls access to documents, saving important IT resources. When a user wants access to a restricted document, he or she can easily identify the owner and contact that person directly instead of tying up IT.

Kaiser has eliminated outdated forms using DocuShare's version control. When a published document is saved, permissions are set by the owner to keep it from being changed. Each time a form is accessed, the staff is confident they're using the most recent version and everyone has more time to work on more critical tasks.

DocuShare also supports Kaiser's geographically distributed teams. Since it's web-based, employees at different locations can all access the same site and share information. Support staff and medical professionals across the integrated healthcare system use DocuShare to instantly print and exchange the latest versions of policies, specifications and other documentation.