

# **Document Management Boot Camp**

**Best Practices for Governance,  
Organization, Searchability, and Security**



OLMSTED MEDICAL CENTER

# About Olmsted Medical Center

## Our History

- *Olmsted Medical Center began in 1949 in downtown Rochester, Minnesota, as the solo family practice of Dr. Harold Wenthe.*
- *Opened in 1955, the Olmsted Community Hospital ended its county affiliation and became part of Olmsted Medical Center in 1996. It is now called Olmsted Medical Center—Hospital.*
- *In 2013, Olmsted Medical Center celebrates its 64th year of service to Southeastern Minnesota.*

## What We Do

- *Olmsted Medical Center is an integrated community healthcare provider known for convenient, expert, and personal primary care.*
- *Olmsted Medical Center also offers more than 20 specialties.*
- *A not-for-profit organization, Olmsted Medical Center cares for patients regardless of their ability to pay.*

## Where We Work

- *160 clinicians and nearly 1200 staff provide healthcare services at 17 locations: two multi-specialty outpatient clinics, a rehabilitation/physical therapy facility, weight loss/wellness center, and three walk-in retail clinics in Rochester*
- *a 61-bed Level IV trauma hospital with 24-hour emergency department and BirthCenter,*
- *primary-care branch clinics in ten Southeastern Minnesota municipalities (Byron, Cannon Falls, Chatfield, Pine Island, Plainview, Preston, Spring Valley, St. Charles, Stewartville, and Wanamingo).*



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## **OMConnect Intranet Support Staff**

One (1.0 FTE) dedicated portal administrator

One project manager/backup administrator as needed

One (1.0 FTE) documents coordinator

36 content managers and 21 content editors

Content authorities to support content managers

Multi-disciplinary OMConnect Optimization Core Team



# ORGANIZATIONAL HUB FOR INFORMATION AND RESOURCES

As a first-source, one-stop communications hub for all employees, Olmsted Medical Center's intranet provides hyperlink shortcuts to the organizational resources:

## Policies & Procedures

Documents

Departments

Committees

## Education Resources

News and Events

Announcements

On-Call Schedule

Electronic Forms

Burich Clinicians' Library

Customer Service Excellence

Information Privacy & Security

Electronic Health Records System

Krames Online Services

Management Information Portal

OMC RePortal

OMC Website

OMC Regional Foundation

Electronic Time Clock & Manager

OMC Employee Well-being

Employee Self Service

Outlook Web Access



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## Three Key Points

1. Intranet Governance
2. Intranet Policies
3. Organizing - Planning



# GOVERNANCE

**In an effort to promote document consistency throughout the organization a policy was put into place.**

## **Purpose**

To preserve version control of Olmsted Medical Center (OMC) documents. All documents and policies are housed in two centralized intranet directories and subject to the organization's document management process, including revisions according to OMC Identity Standards.



## Policy

The intranet supports an electronic document storage and revision process. This process is the default process for review and revision of all OMC policies, procedures, and documents. OMC-created documents or publications will follow a consistent process.

The intranet is the central repository for all documents

Instruction sheets

Information sheets

Letters

Brochures

Forms

Consents

Department Policies

Department Procedures

Documents exempt from inclusion in OMC's document management system include training and visual presentations, meeting minutes/agendas, and certain other documents approved by the document coordinator.



## **Procedure**

OMC documents are reviewed, approved, and assigned a document number prior to being used by OMC staff in accordance with OMC's Document Coordination policy.

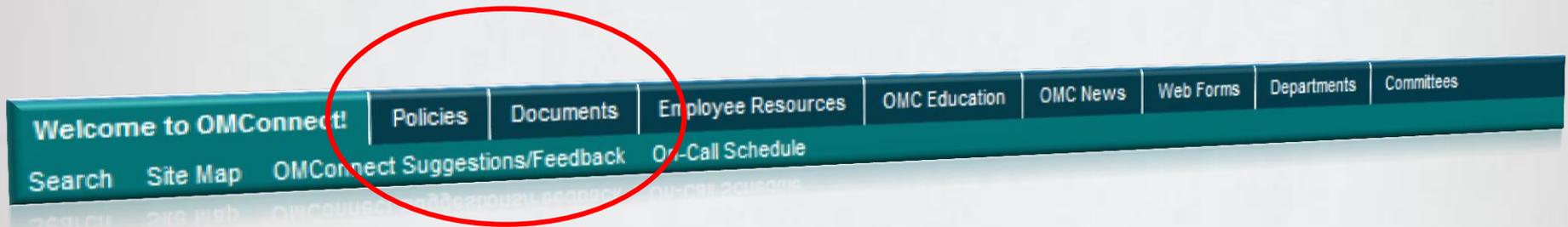
OMC policies are reviewed, approved, and assigned an index number before publication in accordance with OMC's Policy and Procedure Protocol.



# ACCESSIBILITY

Each OMConnect intranet page provides tabs for Policies and Documents.

**Policies**  
**Documents**



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# DOCUMENT MANAGEMENT CHALLENGES

- Documents stored in different locations
- Links to documents broke when a document changed location or the name changed. All links had to be adjusted
- Finding documents
- Regulatory and compliance issues – (HR, Lab)
- Documents not getting updated for long periods of time
- No archive (tracking) of document changes and who approved changes



# DOCUMENTS DATABASE

In place before instituting the automated review process electronically.

Database is used to capture internal use information about all OMC documents.

### Internal Document Information

Document#:  [Show List](#)

Previous Document#:  Document Type:

Status:  \* Status Change Date:

Completion Status:  Completion Date:

Completion Directives:

Title:

[Add Document](#) [Find Document](#) [Delete Document](#)

[Search Document](#)

\* complete only if status = Discontinued

Creation Date:

Revision Date:

Originating Dept:

Contact Person:

Document Location:

Comments:

[Save](#) [Close](#)

### Vendor Information

Vendor:

Last Received Date:

Last Qty Received:

**Filed In Patient Chart?**

Clinic

Hospital

IC-Chart

No

**E-Forms**

E-Forms

**Setup**

Paper Size:

Color/Stock#:

Number of Sides:

Number of Pages:

Punch:

Staple:



# DOCUMENTS

- 4,315 active documents
- 75 department and 13 committee document folders
- Ability to search documents only

Thursday, March 28, 2013 CLINICIAN DIRECTORY STAFF DIRECTORY Home



## OLMSTED MEDICAL CENTER

Login:  Password:  Sign-In

Welcome to OMConnect | Policies | Documents | Employee Resources | OMC Education | OMC News | Web Forms | Departments | Committees

### Documents

**Search All Documents**  
Search For:

**Quick tips to help you find a document**

Place a (+) symbol before words to perform an AND search. (+systems +access will find you all documents containing both "systems" and "access")

Using fewer words is better than using many because the search engine will look for all the words typed in the search field.

Click [here](#) for more detailed searching tips.

**Report a Document Search Issue**

**REPORT A DOCUMENT SEARCH ISSUE**

If you are having trouble finding a document, please contact mail:  Telephone:  or report the problem by filling out this easy [form](#). You will need to log into OMConnect to complete the form. Remember that the more information you provide, the quicker a solution can be found.

**Document Numbering System**

OMC's documents are assigned a seven digit number. The seven digit number is usually placed in the lower left (footer) area of the document. Future revisions of the document include revision information (revMMYY).

- **"One Million" Documents** (example # 1052803)
  - Order from Central Supply (Rochester Southeast)
  - Add to your department's Document Order form (optional)
  - Print small quantities of a "high use" document on OMConnect (if applicable, and optional)
  - Don't print a "reference copy" document on OMConnect if you find one - you can view it only! (usually two- or three-part forms, small cards, etc.)
- **"Two Million" Documents** (example # 2012005)
  - Found on OMConnect
  - Print small quantities of current version from OMConnect; don't "copy a copy"

**Abbreviations**

Abbreviations

**Committee, Work Group, and Team Documents**

- Charge Master
- Clinical Effectiveness Committee
- Corporate Compliance Committee
- Diversity Awareness Committee
- Health Information
- Hospital Nursing Council Team
- OMComplete Well-being Team
- Patient Safety Committee
- Perinatal Loss
- Pharmacy and Therapeutics Committee
- Revenue & Expense Oversight Committee
- Safety
- Skin Safety

**Administration**

- Advanced Wound Healing Clinic
- Anesthesiology
- Anticoagulation Clinic
- Asthma and Allergy
- Audiology
- BirthCenter
- Business Office
- Byron Clinic
- Cardiology
- Center for Weight Loss and ...
- Chatfield Clinic
- Clinic Reimbursement
- Custodial Services
- Dermatology
- Diabetes Education
- Dietary
- Ear Nose and Throat
- Emergency Medicine - Urgent...
- Employee Health
- Endocrinology
- Facilities - Maintenance
- Family Medicine
- FastCare Clinics

General Surgery	Pediatrics
Health Information Management	Pharmacy
Hospital Reimbursement	Pine Island Clinic
Housekeeping Services	Plainview Clinic
Human Resources	Plastic Surgery
Infection Control	Podiatry
Information Technology	Prenatal and Family Education
Institutional Review Board	Pre-Op Nursing
Internal Medicine	Preston Clinic
Laboratory - Pathology	Psychiatry and Psychology
Lactation Services	Quality Services
Marketing and Communications	Radiology
Materials Management	Rehabilitation Services
Med-Surg - SCU	Research
Neurology	Respiratory Therapy
Nutrition Education	Rochester Northwest Clinic
Obstetrics and Gynecology	Safety and Security
Occupational Medicine	Sleep Medicine
OMC Regional Foundation	Social Services
Ophthalmology	Spring Valley Clinic
Orthopedics and Sports Medi...	St Charles Clinic
Outpatient Services	Stewartville Clinic
Pain Management	Surgery - Sterile Processing
Patient Education	Travel and Immunization Cl...
Patient Services	Urology
	Wanamingo Clinic



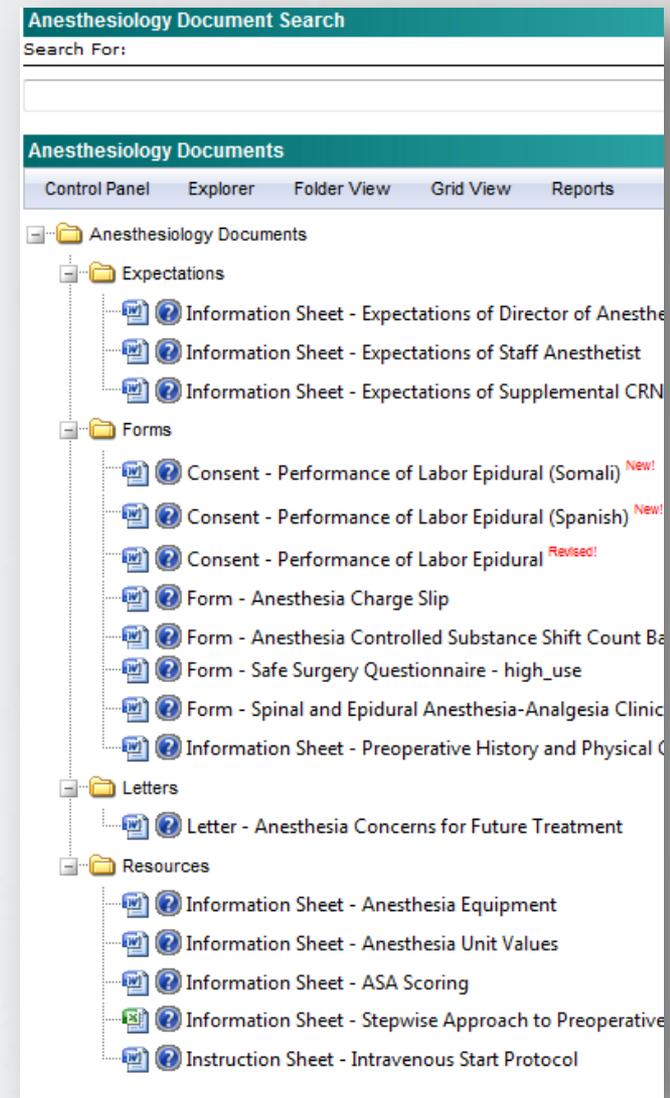
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# DOCUMENTS STRUCTURE

- Departments or Committee
- Folders
- Files
- Consistent structure with all departments

Folders are categorized and files types are identified.

Files indicate “New” or “Revised”

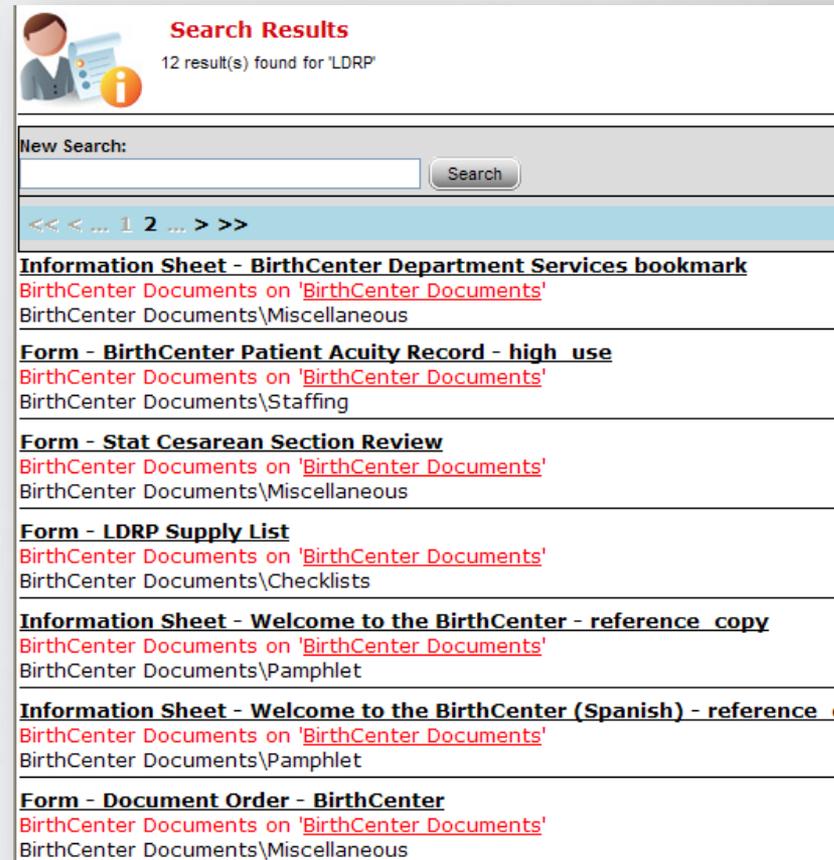


# SEARCHING FOR DOCUMENTS

- Global Search – performed from the all Documents page
- Document Search – performed from the documents landing page

## Search Results:

1. File Name/Link
2. “Parent” Folder Name/Link
3. Full File Location  
(Folders and sub-folders, keywords)  
or words from Document page



The screenshot shows a search results interface. At the top, there is a header with a person icon and the text "Search Results" and "12 result(s) found for 'LDRP'". Below this is a search bar with the text "New Search:" and a "Search" button. A navigation bar shows page numbers: "<< < ... 1 2 ... > >>". The results are listed in a table-like format with alternating background colors. Each result includes a title, a link to "BirthCenter Documents on 'BirthCenter Documents'", and the full file path.

Search Results
<b>Information Sheet - BirthCenter Department Services bookmark</b> BirthCenter Documents on ' <a href="#">BirthCenter Documents</a> ' BirthCenter Documents\Miscellaneous
<b>Form - BirthCenter Patient Acuity Record - high use</b> BirthCenter Documents on ' <a href="#">BirthCenter Documents</a> ' BirthCenter Documents\Staffing
<b>Form - Stat Cesarean Section Review</b> BirthCenter Documents on ' <a href="#">BirthCenter Documents</a> ' BirthCenter Documents\Miscellaneous
<b>Form - LDRP Supply List</b> BirthCenter Documents on ' <a href="#">BirthCenter Documents</a> ' BirthCenter Documents\Checklists
<b>Information Sheet - Welcome to the BirthCenter - reference copy</b> BirthCenter Documents on ' <a href="#">BirthCenter Documents</a> ' BirthCenter Documents\Pamphlet
<b>Information Sheet - Welcome to the BirthCenter (Spanish) - reference</b> BirthCenter Documents on ' <a href="#">BirthCenter Documents</a> ' BirthCenter Documents\Pamphlet
<b>Form - Document Order - BirthCenter</b> BirthCenter Documents on ' <a href="#">BirthCenter Documents</a> ' BirthCenter Documents\Miscellaneous



# AUTOMATED DOCUMENT REVIEW

- Maintains sophisticated directories of documents
- Supports workflow automation for document authoring, review, approval, and publishing
- Reminders and notifications automatically sent to users from the system to notify them of pending tasks

Individual task reminders appear on the Welcome page.

## Reminders



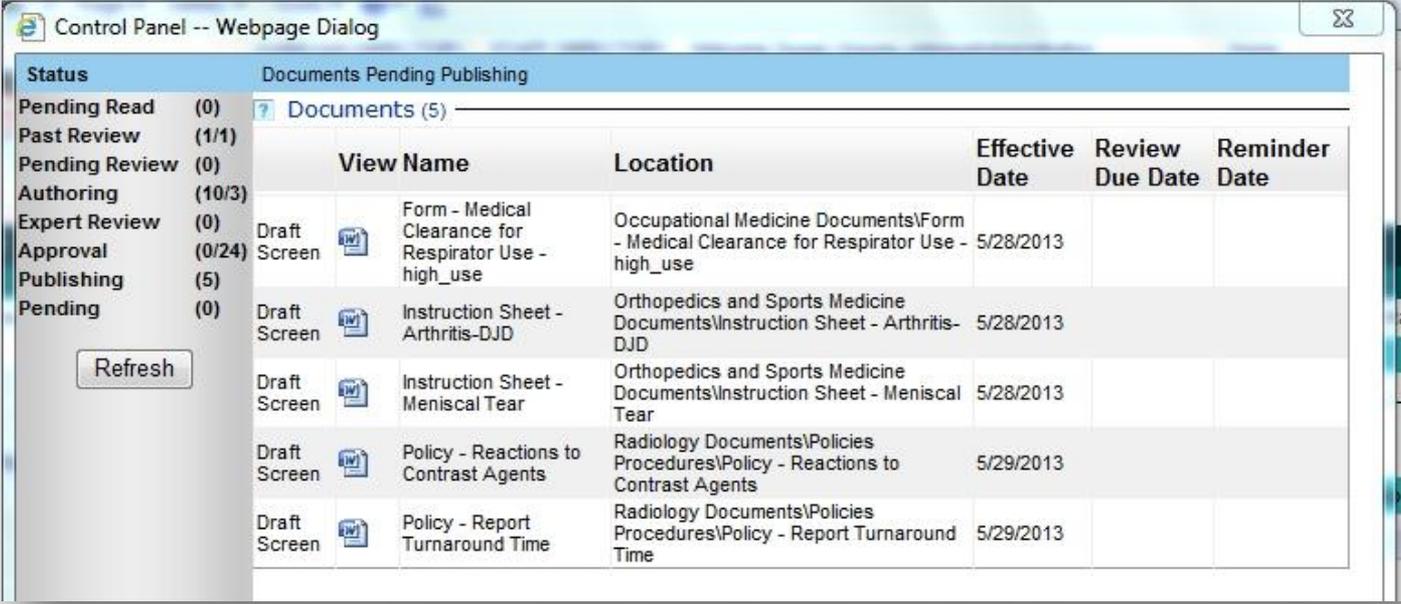
Document Component Testing: Is in *Authoring* status and requires your attention.



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# CONTROL PANEL

- The control panel is available from any of the open component folders in the P&P component.
- It provides information on all documents that need updating for the individual logged into the intranet.
- The actual documents in review will appear to the right of the status bar.



The screenshot shows a web browser window titled "Control Panel -- Webpage Dialog". The main content area displays a table of documents pending publishing. On the left side of the table, there is a vertical status bar with a "Refresh" button. The table has columns for "View Name", "Location", "Effective Date", "Review Due Date", and "Reminder Date".

Status	Documents Pending Publishing
Pending Read (0)	Documents (5)
Past Review (1/1)	
Pending Review (0)	
Authoring (10/3)	
Expert Review (0)	
Approval (0/24)	
Publishing (5)	
Pending (0)	

View Name	Location	Effective Date	Review Due Date	Reminder Date
Draft Screen  Form - Medical Clearance for Respirator Use - high_use	Occupational Medicine Documents\Form - Medical Clearance for Respirator Use - high_use	5/28/2013		
Draft Screen  Instruction Sheet - Arthritis-DJD	Orthopedics and Sports Medicine Documents/Instruction Sheet - Arthritis-DJD	5/28/2013		
Draft Screen  Instruction Sheet - Meniscal Tear	Orthopedics and Sports Medicine Documents/Instruction Sheet - Meniscal Tear	5/28/2013		
Draft Screen  Policy - Reactions to Contrast Agents	Radiology Documents\Policies Procedures\Policy - Reactions to Contrast Agents	5/29/2013		
Draft Screen  Policy - Report Turnaround Time	Radiology Documents\Policies Procedures\Policy - Report Turnaround Time	5/29/2013		



# POLICIES AND PROCEDURES

- 896 active organizational policies
- Access to all OMC policies
- Search for a policy

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## OLMSTED MEDICAL CENTER

Login:   
Password:  [Sign-In](#)

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Welcome to OMConnect [Policies](#) [Documents](#) [Employee Resources](#) [OMC Education](#) [OMC News](#) [Web Forms](#) [Departments](#) [Committees](#)

### Policies

- Human Resources
- Infection Control
- Management of Information
- Organizational Leadership
- Patient Care
- Safety

#### Search All Policies

Search For:  [Search](#)

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#### Policy Search Issue

### REPORT A POLICY SEARCH ISSUE

If you are having trouble finding a policy, please contact  - Telephone:  or report the problem by filling out this easy form. You will need to log into OMConnect to complete the form.  
*Remember that the more information you provide, the quicker a solution can be found.*

#### About Policy Attachments

Although documents referenced at the end of a policy may still appear as links, the policy attachments **cannot always** be opened by clicking on the document name on the policy. The easiest way to locate the document is to copy and paste the document name from the end of the policy into the Document Search field located on either the Documents or Policies page.

#### Search All Documents

Search For:  [Search](#)

[Search](#) | [Site Map](#) | [Helpdesk](#) | [Send Suggestions/Feedback](#)

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# POLICIES STRUCTURE

- Category
- Folders
- Files

**Patient Care Policies**

Control Panel Explorer Folder View Grid View Reports

- [-] Patient Care Policies
  - [+] 1. Patient Education
  - [+] 2. Scope of Practice
  - [+] 3. Delivery of Care
  - [+] 4. Continuum of Care
  - [+] 5. Medications and Pharmacy
  - [-] 6. Equipment
    - [?] Administration of Aerosolized Medications
    - [?] Alaris Infusion Pump
    - [?] Alarm Systems for Patient Related Electronic Devices
    - [?] Autoclave, OR-AMSCO Gravity Sterilizer Routine Maintenance

**Search Patient Care Policies** Setup

Search For:  Search



# SECURITY

## Document Coordinator

- A Document Management Coordinator assigns security for each document that goes through the automated revision process.
- Security can be set up for individual documents or groups of documents to be reviewed.
- Groups of documents can be visible to a specified security group or open to all staff.



# CONSIDERATIONS FOR ORGANIZING A CONSISTENT DOCUMENT MANAGEMENT SYSTEM

## Consistency and Accountability

- Organizational Document Management Policy

## Document Setup - Standards

- Naming convention for easy searching and grouping  
Instructions Sheets – Information Sheets – Forms – Consents - Letters
- File format – Word, Adobe PDF, PowerPoint, etc.
- Categorize documents – Department/Location
- One centralized location for all documents



## Version Control

- Devise a numbering system
- Revision Process

How often will documents come up for review

Revision numbering system

## Workflow Considerations

- Who is going to write, modify, and approve documents
- Document update notifications set-up  
Who and how often?



## Three Key Points

1. Intranet Governance defines ownership and management and provides a foundation for consistency
2. Intranet Policies are a guide to support consistent content and functionality, set and reviewed by the governance team
3. Organize and plan the document structure, naming and numbering convention, and security around policies and documents

