

NAVEX Customer Success Story

Sumner Mental Health Center Optimises HIPAA Compliance

"PolicyTech has been very helpful. We are confident employees know where the policies are available and that we are covered both in a quality and legal manner because the policies are all up to date. From an administrative level it puts our mind at ease knowing every employee has the same information."

David Robinson

Director of IT



Highlights



INDUSTRY

Healthcare



NUMBER OF EMPLOYEES

60+



CHALLENGE

Loose leaf approach to managing policies created challenges for maintaining HIPAA compliance.



SOLUTION

PolicyTech® boosts organisation's compliance confidence.

Solution

SINGLE-PRODUCT

PolicyTech®

POLICY & PROCEDURE MANAGEMENT



PolicyTech®
POLICY & PROCEDURE MANAGEMENT

Policy Management: PolicyTech®

Centralise, simplify and strengthen your policy management lifecycle with PolicyTech. Automating this foundational process of your E&C programme reduces legal risk while increasing productivity, accessibility and accuracy of your policies.

Policy Writing & Review

Determine whether your policies are aligned with your risks with a policy review or writing assistance. Our approach brings your policies into compliance with all applicable laws and regulations while increasing readability and engagement.

Agile Code of Conduct™

Bring your code to life with an agile code of conduct. With NAVEX's Agile Code of Conduct, users can navigate your code document through interactive links. This dynamic file allows you to create and include unique rich media content that helps employees access and better understand your guidelines and policies.

To learn more about NAVEX E&C Policy & Procedure Management® or to schedule a demo, please visit www.navex.com or call us at **+44 (0) 20 8939 1650**.

Challenge: Managing Policies with Binders Makes HIPAA Compliance Difficult

When the employees of Sumner Mental Health Center (SMHC) needed to find a policy they had to go from desk to desk looking for the binder that held it. When the binder was found, it was often difficult to determine if the policy was up to date and accurate. It also took management significant time to find, review, and approve new policy documents. "We were forever having the notebooks get misplaced," said David Robinson, Director of IT. "They wouldn't be in an office when somebody would come so we would have to try to find it."

SMHC needed to move HIPAA policies from binders and desk tops to an electronic management system that allowed access to all employees, barred outdated policies from being used and prevented current policies from getting lost while continuing to comply with HIPAA requirements.

Solution: PolicyTech® Moves Policies from Loose Leaf to Secure Internet

To make its policy documents manageable and increase HIPAA accountability, SMHC moved its policies and procedures to PolicyTech policy management software. PolicyTech stores all of the policies and procedures in a central database that is accessible from any internet connection. The software also creates reports that record who has read what documents and who hasn't read them. It also ensures that only the most recent version of each document is published to readers.

As is typical in smaller organisations, many of SMHC's policy creators do not write policies on a daily basis. However, when the task is necessary, they need to be able to get it done quickly and easily. SMHC administrators benefit from the convenience of PolicyTech's searchable document retrieval, as well as the time it saves them both in managing policies and in the review and approval process.

When properly managed, communicated and enforced, policies:

- Convey the organisation's mission and enable the execution of its strategy
- Ensure that employees clearly understand expectations and consequences
- Influence employee behaviour and decision-making
- Create a positive and respectful workplace
- Foster credibility and trust with customers and business partners
- Improve productivity and business performance
- Ensure the organisation meets all legal standards required to operate
- Help the organisation avoid litigation and mitigate risk
- Identify, prevent and respond to criminal conduct
- Protect the organisation's people, reputation and bottom line

[Download the Definitive Guide to Policy & Procedure Management to Learn More](#)

Results: User-Friendly Software Makes Staying HIPAA Compliance Easier

PolicyTech made SMHC's policy headaches disappear with its user-friendly functions and compliance-conscious design. Because each of SMHC's employees can access PolicyTech on a daily basis, SMHC can protect itself legally, as well as protect the rights of its patients with more time to focus on improving the quality of their care. "PolicyTech has been very helpful," said Robinson. "We are confident employees know where the policies are available and that we are covered both in a quality and legal manner because the policies are all up to date. From an administrative level it puts our mind at ease knowing every employee has the same information."

SMHC also utilises PolicyTech's quiz feature to test each employee's knowledge and bolster their HIPAA compliance efforts. "We created a HIPAA compliance test in PolicyTech that employees must take yearly and get a certain score to pass. That way we always know that they are up on their HIPAA compliance," said Robinson.

With centralised storage and readership tracking, SMHC knows that its employees have read and understood their HIPAA documents. SMHC also benefitted from the user-friendliness of the policy management software. Microsoft Word™ modules saved the organisation the expense and hassle of installing and training on new word-processing applications. "I have multiple users who don't just create policies all day," said Robinson. "Because PolicyTech is so easy and intuitive, it's much easier for those teams to function."

About Sumner Mental Health Center:

Sumner Mental Health Center (SMHC) provides a variety of mental health services to the Wellington, Kansas community. Their mission is to provide high-quality behavioural healthcare and addiction services that are cost effective and reflect the values of their consumers and community.

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NAVEX is the worldwide leader in integrated risk and compliance management software and services. Our solutions are trusted by thousands of customers around the globe to help them manage risk, address complex regulatory requirements, build corporate ESG programmes and foster ethical workplace cultures.

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