

Homepage Features:

- Create / submit a new idea
- Keyword and advanced search options
- Link to client internet site
- User Guide
- Count of policies and protocols linked to Focus Areas
- List of recently published policies & protocols
- List most popular policies & protocols (based on number of hits)
- List of manuals
- Count of policies and protocols at each stage
- P&Ps overdue for review report
- P&Ps pending review report

Other Features:

- Ability for all users to suggest changes
- Track previous P&P versions
- Group policies and protocols into manuals (ie. OH&S, Clinical etc)
- Ability to change the description of the stages to suit an organisation's requirements
- Ability to send e-mail reminders to P&P owners that P&Ps are coming up for review
- Generate reports
- Extensive search function
- Share module

P&P Package

Policies & Protocols Solo includes:

- Online access to P&P System with your organisations logo, departments and committees
- Access to LRH and other health care provider shared Policies & Protocols
- System Release of Software updates for P&P System
- Access to LRH's Service Support Centre for nominated key representative
- All back up and system maintenance by LRH
- Use of LRH licensing (SQL is required)
- Use of LRH servers
- Service monitoring
- Training for users and administrator

In addition:

- Existing client developed Policies and Protocols can be uploaded into the system for an additional cost

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Policies and Protocols System

Latrobe Regional Hospital implemented an electronic policies and protocols system to:

- Ensure staff have immediate access to current policies and protocols
- Provide a record of what was current at a point in time;
- Ensure regular reviews of policies & protocols;
- Provide a standard approach to the look and feel and;
- Provide visibility of current and developing policies and protocols.

The policies and protocols system is an intranet based system that presents an organisation's policies and protocols in a defined template.

Some of the fields within the template include:

- ~ Outcome
- ~ Definitions
- ~ References
- ~ Focus area (e.g. EQUIP area)
- ~ Departments

Links can also be included to other policies and protocols, client intranet site, external websites, standards etc.

One of the major features of the system is the share module, which allows you to both share the policies and protocols developed by your organisation, but also to import policies and protocols to then review that other organisations also using the Policies and Protocols system have developed and shared.

PROCESS

The Policies and Protocols process consists of five basic phases which are broken down into a series of 10 stages:

Create – used when a new policy or protocol on a particular subject does not already exist (STAGES 1-3)

Review – used when new policies or protocols are being developed or existing policies or protocols need to be reviewed and updated (STAGES 4-5)

Approval – the new or reviewed policy or protocol goes through a series of steps to gain approval at various levels within the organisation structure (STAGES 6-8)

Publish – the new or reviewed policy or protocol is published in the P&P system (STAGE 9)

Edit – when an already published policy or protocol needs to be edited to amend a spelling error or minor adjustment (STAGE 10)

ACCESS

The Policies and Protocols system works on the basis of having three levels of access:

User Access:

Can search for and view published policies and protocols.

View and generate reports listing P&P's overdue or pending review.

Editor Access:

The Owner of a P&P is designated the responsible person and as such will:

- Initiate a new P&P
- Receive an email when the policy is due for review
- Can authorise steps of the process
- Recommend a P&P be published
- Edit a P&P owned by them

The Editor of a P&P can develop and update a P&P and forward to the Owner for approval.

Administrator Access:

Administrators of the system can:

- Set up and modify user access
- Generate Reports
- Send notification emails to owners when a review is due
- Notify of changes to P&P's
- Archive P&P's
- Publish P&Ps

The Administrator can also assist with moving P&P's through the stages and forwarding to relevant committees and groups.