



## CASE STUDY



### COMPANY

Pediatric Home Service

### INDUSTRY

Healthcare

### LOCATION

Minnesota, USA

# Pediatric Home Service Simplifies Document Control, Compliance and Audit Management Processes with M-Files

Based in St. Paul, Minnesota, Pediatric Home Service is an independent pediatric home care company that helps children with medical complexities and technology dependencies live safely and successfully where they're most comfortable, at home with their families, rather than in a hospital. Pediatric Home Service has been partnering with health care professionals and family caregivers for more than 25 years to deliver compassionate, specialized, high-quality care to children with medical complexities.

## HIGHLIGHTS



Substantially maximized our efficiency and streamlined approval process




Significant time savings and productivity gains



Audit management process much more simple and efficient





“M-Files allows us to track version history and provides us with an auditable trail of all document changes, which makes our audit management process much more simple and efficient. Pediatric Home Service has never had a non-compliance incident and M-Files has played an integral role in helping us with this achievement.”

**Rick Mueller**

Information Technology Manager,  
Pediatric Home Service

## KEY CHALLENGES BEFORE M-FILES

Like all healthcare organizations, Pediatric Home Service is required to comply with strict industry regulations. Pediatric Home Service is certified with the Joint Commission, which serves as a governing body for healthcare providers. Essential to certification is an ongoing review of the organization’s policies, procedures and instruction forms that determine how the company services its patients and verifies that all documents are current and up-to-date. Additionally, Pediatric Home Service has thousands of educational materials that clinicians use to teach caregivers how to utilize medical equipment when caring for children at home. All of the educational documents must comply with plain language requirements.

Pediatric Home Service had been using inefficient processes for managing their information assets that entailed storing all files on the company Intranet, which only one person had access to. Reviewing and approving materials was a manual and cumbersome paper-based process that included printing documents and using sticky notes to communicate changes and approvals.

Realizing it needed a better solution for managing company information, Pediatric Home Service evaluated several enterprise information management solutions and selected M-Files for its ability to facilitate collaboration and automate document approval workflows.

“The choice to go with M-Files has been a good one. The setup for M-Files went pretty quickly. We had a trainer from M-Files come on-site and explain what the product was capable of, which was pretty much anything. With the transition to M-Files, we were able to significantly improve our document control and automate our document approval process,” said Rick Mueller, Information Technology Manager at Pediatric Home Service.

## THE M-FILES SOLUTION

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### M-Files Delivers Fast Document Search and Remote Access Capabilities

Searching for documents in the shared network drive would take a considerable amount of time for staff members at Pediatric Home Service prior to M-Files. Now employees use the advanced search capabilities in M-Files to quickly and easily locate files, which has improved staff productivity.

In the past, participation in the document approval process for our remote office staff was impossible. But now with M-Files, our staff can access, review and approve information from wherever they are,” stated Mueller.

## **Workflow Management Streamlines Complex Approval Process for Educational Documents**

Prior to implementing M-Files, approving educational documents had been an arduous task that included printing out documents and hand writing comments. Additionally there was no way to track where documents were in the approval cycle. Now each document is automatically routed through an approval workflow process in M-Files where the person responsible for checking on each aspect of the plain language principals can quickly and easily review and approve content, while also ensuring that requirements are met in an efficient manner and that management can easily review the approval status.

"M-Files allows us to track version history and provides us with an auditable trail of all document changes, which makes our audit management process much more simple and efficient. Pediatric Home Service has never had a non-compliance incident and M-Files has played an integral role in helping us with this achievement," said Mueller

## **Regulatory Compliance and Audit Management Simplified with M-Files**

As part of the regulatory compliance requirements for certification with the Joint Commission, Pediatric Home Service is charged with making sure all of its documentation, such as policies and procedures, are periodically reviewed and updated to ensure that the organization is using the most current information.

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## THE RESULTS

### Centralized Repository Eliminates Use of Outdated Materials

As Pediatric Home Service evolves and expands their offerings, the organization updates its marketing material to reflect new services and messaging. In the past, staff would have to search through various folders that often contained outdated versions of marketing materials to ensure they were using the most up to date materials as well as to verify that they don't distribute old information to prospective families.

"With M-Files we now have a centralized repository for all of our branded marketing materials, company logos and letterhead. This has eliminated instances of old versions of our marketing pieces inadvertently being used. Our staff can also quickly and easily search for and find any document in our repository, which has resulted in significant time savings and productivity gains," said Mueller.

### Permissions Management Controls Secure Sensitive Information

Pediatric Home Service's nurses and clinicians need quick access to information, but it is also vital that the organization ensures that access to sensitive or confidential files is restricted to only those authorized to view and/or edit them. M-Files ensures that access to this kind of documentation is restricted to the appropriate employees.

"With the flexible permissions management capabilities in M-Files, we are able to control file access privileges so that only certain staff members have access to a specific set of information -- whether based on their role or by review status - while also permitting employee access to other content."

## WHY M-FILES?

M-Files is a global leader in information management. The M-Files metadata-driven document management platform enables knowledge workers to instantly find the right information in any context, automate business processes, and enforce information control. This provides businesses with a competitive advantage and substantial ROI as they deliver better customer experiences and higher-quality work with lower risk.

For more information, visit [www.m-files.com](http://www.m-files.com).

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