

## OnBase Document Knowledge Transfer

Compliance with internal and external regulations that affect accountability and accreditation can often be hard to document. This is especially true when it comes to proving that employees have been provided with appropriate resources and acknowledged reading them. Knowing whether a lab employee has read a new policy and procedure or a clinician has read a continuing education article is difficult to administer and monitor.

The OnBase Document Knowledge Transfer (DKT) module enables organizations to distribute and audit required reading documents for workforces. This module not only pushes content to defined Reading Groups, it also asks users to verify that they have read and understood the content. DKT can be used to centralize, enforce and audit notification ranging from required HR documents such as sexual harassment policies to changes in how lab samples are stored.

One OnBase hospital user, for instance, has designed a solution for approving and distributing important lab policies and procedures and tracking employee response. In the past, three-ring binders were used to manage copies of documents such as instructions for new machines or changes to sample preparation. Employees were expected to sign the appropriate documents.

Using OnBase Workflow and DKT, administrators can create a policy and procedure document, track multiple revisions of the document and verify approval with a digital signature. Once approved, the lab manager assigns the new document to the appropriate Reading Group(s). For instance, some documents may only apply to lab managers or to groups of employees who perform specific tests such as pathology.

Employees are notified of the new or revised document and the deadline for reading it. If a new employee is hired or an existing staff member switches jobs, s/he is added to the appropriate Reading Group and automatically presented with required reading, including items assigned before that person was a member of the group. Either the lab manager or the employee can mark the document as "important," which adds it to a favorites list in the DKT interface for future reference. After a document is opened and read, the employee is prompted to verify that s/he has read the document and will comply. As an added security measure, the hospital also requires each employee to enter a password to confirm his or her identity.

From an administrative standpoint, DKT makes it possible for the hospital to track compliance by Reading Group, document or by user. A user with appropriate rights can look up a specific person and immediately see if a document has been viewed or not. If it hasn't been viewed by a pre-determined deadline, a document is marked as delinquent. It is also possible to look at a specific document and see which employees have viewed the new policy and which haven't.

Because the documents are in the OnBase repository, it is possible to retain a document history as well as multiple revisions of the same document. However, DKT can assign any version to a Reading Group, allowing employees to view the currently used version while another is undergoing the approval process. At this hospital, each policy and procedure must be reviewed annually. Through Workflow, a timer has been implemented to alert administrators when it is time to begin that process.

This strategy can be applied to multiple areas in a hospital where compliance and accountability are crucial, such as academic articles that are part of continuing education or verification of training requirements. By eliminating the need for paper-based delivery and documentation and allowing multiple users to view a document at the same time, DKT also speeds the distribution process. In these environments, DKT can act as a platform for validating adherence to prescribed policies, supporting strict adherence to quality and accreditation standards and possibly avoiding legal liability.