Site Admin 101: 3 Pillars of PolicyStat Recording Transcript

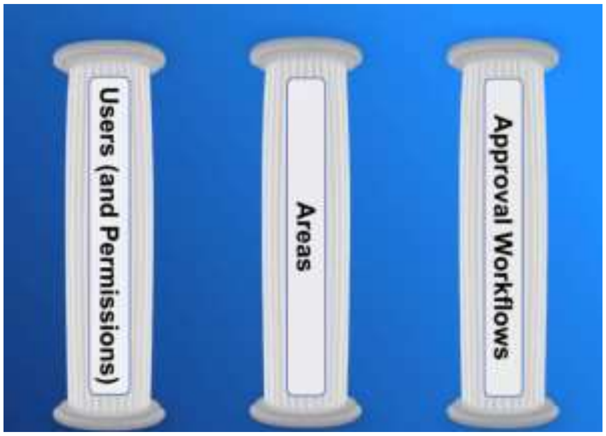
Site Administrator 101:
3 Pillars of
PolicyStat
support.policystat.com
Site Admin

Howdy folks and welcome to Site Admin 101: 3 Pillars of PolicyStat session. This session is targeted to Site Administrators, and focuses on three foundational concepts or pillars that we hope once you understand these concepts, your experience with all of PolicyStat will be that much smoother.

My name is Eric Ludington, and I am a part of the Training team here at PolicyStat.

Please remember to download the handout from today's session from the handouts area.

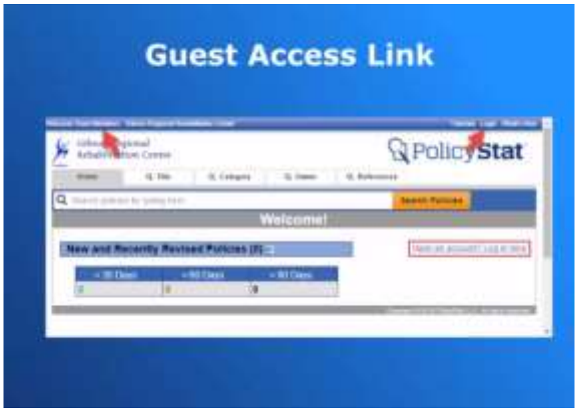
A quick disclaimer that some terms used during today’s discussion may differ for your location, but the concepts are universal.



So first, what are the three pillars of PolicyStat?

1) User roles and permissions
2) Areas
3) Approval Workflows

First, let’s talk about user roles and permissions.

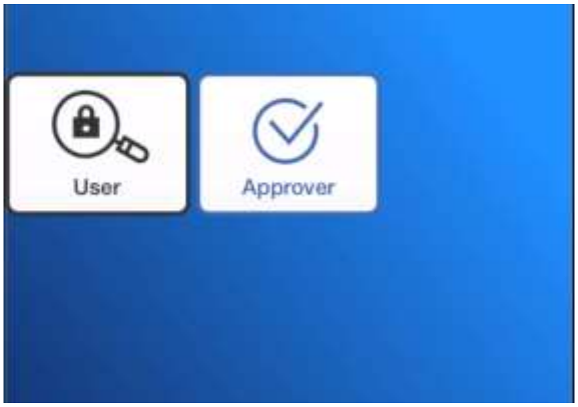


Guest Access Link

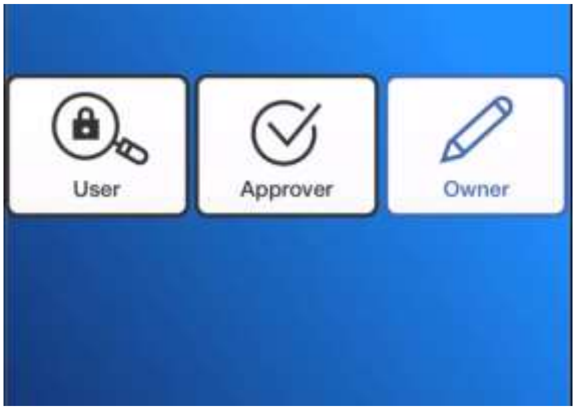
The first user role to discuss is not technically a user role. As a Site Administrator you can generate what is called a Guest Access link to allow users to access PolicyStat without the need to sign in. Guest users can search and view non-restricted policies or active policies across the site. However, guest users cannot be assigned acknowledgments or elevated permissions, as there is no way to identify who they are. Access via a Guest Access link is noted by one of these identifiers.

Now, next up is users. Users have basic access to search for and view any non-restricted policies or active policies across the site. Users can be assigned policies to acknowledge or elevated permissions. Access as a user requires a login and password but depending on your local settings this may require synching with Active Directory or utilize Single-Sign On to bypass the need to enter a username or password.

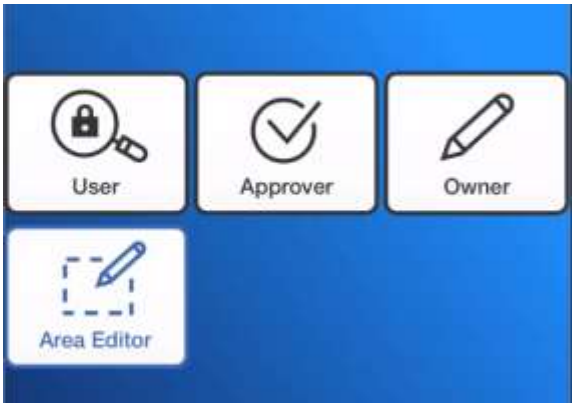
Users can be granted permission to view restricted policies. Some policies may be set as restricted. For example, if a policy should be visible only by specific Human Resources personnel, the policy settings can be modified to restricted and only users with View Restricted permission levels or above for the Human Resources Area will be able to locate and see it.



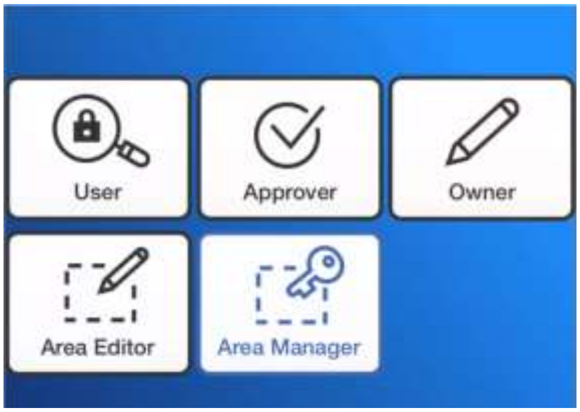
Members of an Approval Workflow are considered Approvers. In addition to marking their approval or rejection of a policy, Approvers can edit or modify a policy while it is pending through a Workflow.



Owners are the users ultimately responsible for the policy, often including making initial edits during the review and then kicking off the approval process. Owners may have created the original policy, but do not necessarily need to be.



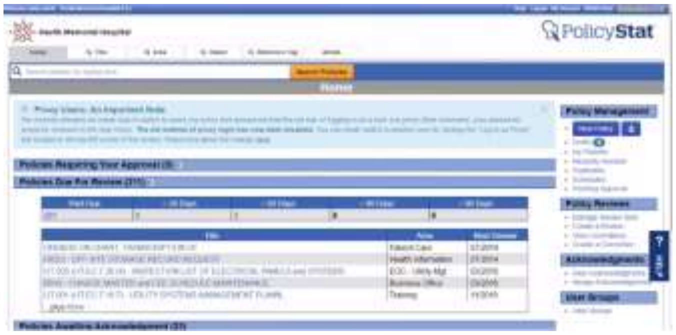
Users can also be assigned as an Area Editor, a role which can create new policies and edit any existing policies. This role can be assigned either by Area, or site-wide if desired.



Users can also be assigned as Area Managers, where they can create new policies, edit existing policies, but also manage an Area. Area Managers are typically managers or supervisors for a department who require the ability to oversee action on policies within their department. Consequently, they receive notifications for actions taken on any policies within their respective area. Area Managers can also assign acknowledgments for any policies they manage. This role can also be assigned site-wide.

Now finally, Site Administrators manage and administer the entire site, and can take any of the actions we will discuss during this session. There are also two additional Site Admin webinars: Site Admin 201: Policy Management and 301: Reports.

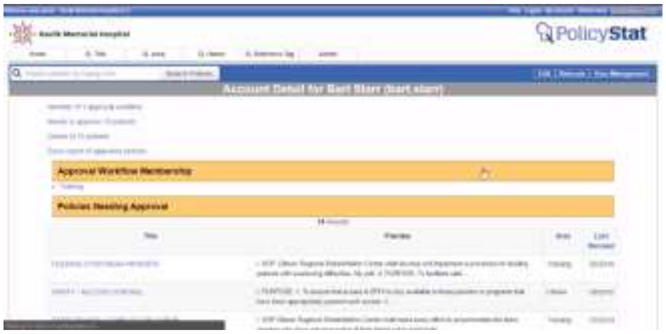
So how are permissions assigned to users? Let’s jump to a PolicyStat site to take a look.


PolicyStat
Home
Policies Requiring Your Approval (3)
Policies Due For Review (211)
Policies Awaiting Acknowledgement (31)
Policy Management
Policy Reviews
Acknowledgments
User Groups

Starting on the Home page, click the Admin tab to visit the Administrator Menu.

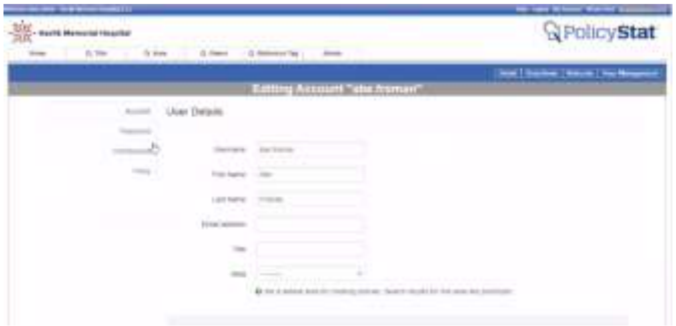
The top few links under the Site Data column address our 3 Pillars for today.

Click the User link, locate a user to review their permissions.


PolicyStat
Account Detail for Bart Starr (bart.starr)
Approval Workflow Membership
Policies Needing Approval

The Details view provides a rundown of all policies they own, Approval Workflows they belong to, and at the bottom the page, the permissions assigned to the user.

Let’s review how to assign elevated permissions to an existing user.



From the user’s profile, click Edit, and then the permissions tab. Locate the desired Area. We’ll use the Training Area for this. Now, click the box next to the desired permission level.

Assigning elevated permissions automatically incorporates each level of permission below it.

For example, if we assign Abe the ability to view restricted policies, but then he also needs to be able to create new or edit existing policies, PolicyStat automatically assigns permission to view restricted policies as well.

The same applies if we select Create, Edit, and Manage. For now, let’s leave his permission level at Create and Edit.

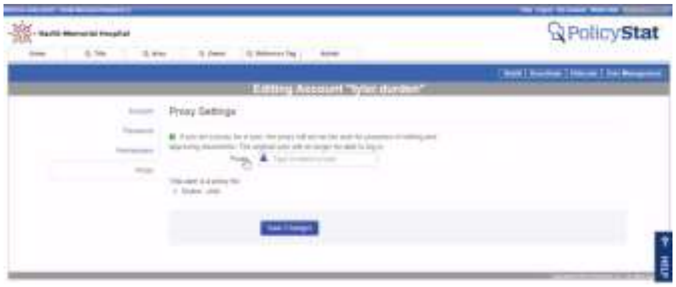
At the top, these same permissions can be assigned at the Site-Wide level, but we recommend using caution with site-wide permissions as with great power comes great responsibility. With the permissions set, click Save Changes.

Also, keep in mind that with the “Manage” role, the user will be notified of all documents coming due for review in the assigned, whether they own them or not.

If a user would not be able to perform their PolicyStat responsibilities for any number of reasons, for example, leave of absence, outside work requirements, so on and so forth, another user can be assigned to serve as their proxy and assume responsibility for editing or approving policies on their behalf.

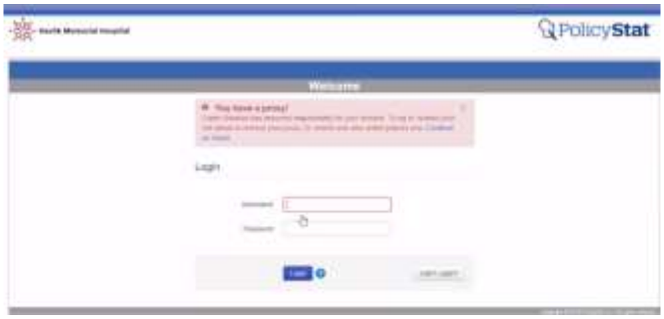
Proxying can also be beneficial for a site administrator to see what the user sees in their account as a way to better guide a user to complete assignments.

Tyler Durden will be leaving Havlik Memorial for a sabbatical, and will not be able to mark his approval as part of the Education Approval Workflow. Calvin Broadus will serve as his proxy.

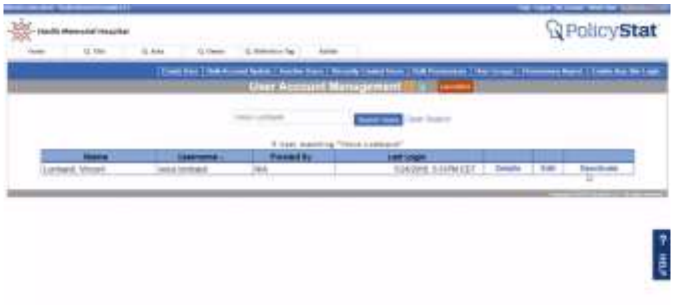


So here’s what we’ll do: we’ll edit Tyler’s profile, and click the proxy tab. Type Calvin’s name as the proxy and Save Changes.

When Calvin logs in to his account, he clicks the Log in as proxy link (top left) and selects Tyler’s name to serve as his proxy. Any policies where Calvin marks approval as Tyler’s proxy will feature Tyler’s name in the Approval history with Calvin’s initials in parenthesis to show it was completed using a proxy.



While Calvin serves as Tyler’s proxy, Tyler will not be able to log in until the proxy is removed. When Tyler returns, a Site Administrator will need to access Tyler’s account and remove Calvin as his proxy.

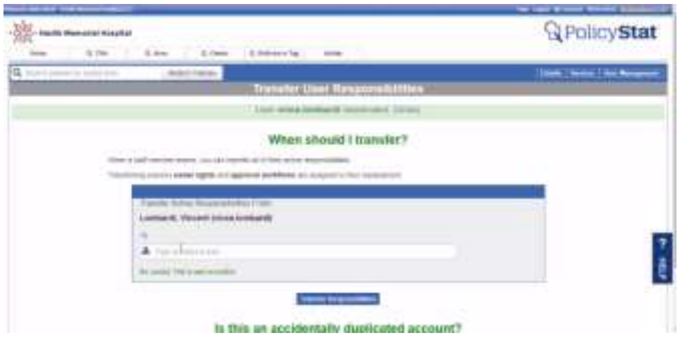


User Account Management

Name	Username		Last Login			
Lombardi, Vincent	vince.lombardi	N/A	[illegible]	Details	Edit	Deactivate

If a user with elevated permissions or ownership of policies leaves your facility, their responsibilities need to be transferred to another a user. In this case, **Vince Lombardi** has left this facility, and needs to have the policies he owns transferred to another user.

First, deactivate **Vince's** profile. A few quick reminders that this change is permanent and that you will need to transfer the assigned permissions to another user.



Transfer User Responsibilities

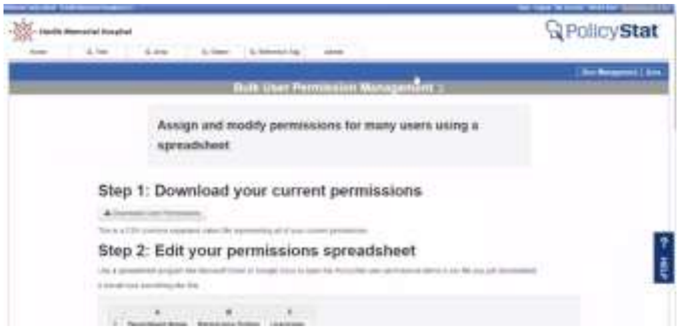
When should I transfer?

Lombardi, Vincent (vince.lombardi)

Is this an accidentally duplicated account?

Now select another user to transfer these permissions to. It's also worth noting that if you are deleting a user profile because it was duplicated, the user changed names, or so on, you can also merge both user profiles together. For the purposes of this session, we'll transfer his permissions to Robert Brooks.

If you don't have a specific user to transfer to yet, or need to double check, you can still delete the profile. As an administrator, you will be reminded of the need to transfer the inactive user responsibilities each time you log in.



Bulk User Permission Management

Assign and modify permissions for many users using a spreadsheet

Step 1: Download your current permissions

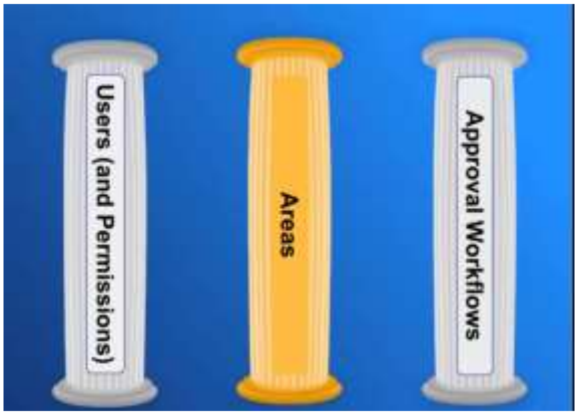
Step 2: Edit your permissions spreadsheet

Now, a CSV report is also available to view all user permissions assigned across the site, and add, modify, or remove permissions in bulk. To reach this report, from the User Account Management page, click the Bulk Permissions button from the blue bar. From here, download the CSV report, which will typically open in Excel.

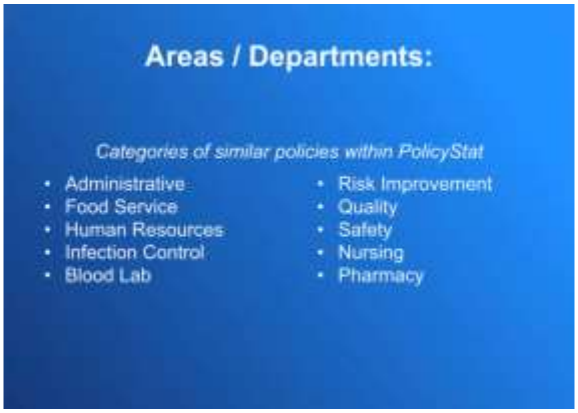
If no changes are required, you can simply review the report.

If changes are desired, please follow the directions on the report page to add, modify, or delete permissions for any applicable users. When changes are complete, return to this page and re-upload the report.

So, that's a high level overview of everything regarding user management.



The second pillar of PolicyStat is Areas.



Areas / Departments:

Categories of similar policies within PolicyStat

- Administrative
- Food Service
- Human Resources
- Infection Control
- Blood Lab
- Risk Improvement
- Quality
- Safety
- Nursing
- Pharmacy

Areas, often referred to as Departments, are categories to organize similar policies within PolicyStat. Frequently these reflect the Departments at your facility, but that is not necessarily required. Your site may refer to Areas as Departments, Categories, Libraries, or any other local options. Common examples of Areas might be Administration, Human Resources, Safety, Nursing, so on and so forth.

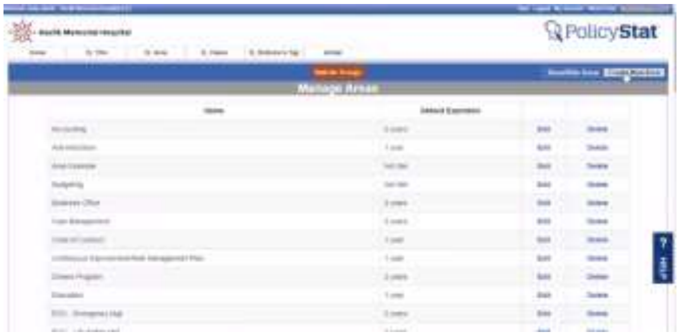
There are a few elements about Areas to know about and to remember.

First, Areas are the “bucket” or the category for storing your policies.

Areas also contain default review periods for all their policies. The review period can be modified on a policy by policy basis, but most policies use the default.

As discussed previously, users can also be assigned elevated permissions by Area. We'll cover a little more about assigning permissions to multiple users via Area shortly.

Let's jump back into the Admin tab on PolicyStat and create a new Area.



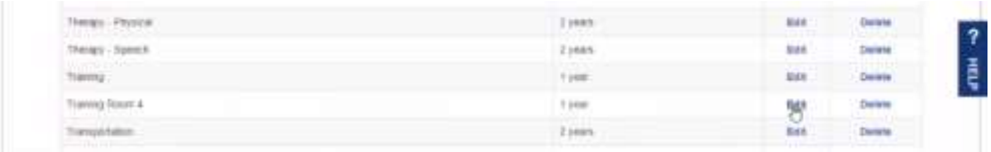
First, click AREA and click Create New Area.

Every Area needs a title, and a default number of days until the policies contained within expire.

Areas also need a default Approval Workflow. In the event that you have not created the appropriate corresponding Workflow, select a similar Workflow and modify this setting once the new Workflow one is created.

With the new Area created, we now have the ability to assign permissions by Area in place of assigning within each user's profile.

To enable elevated permissions for a user or user group, simply type their name in the corresponding area and click Save Changes.



Therapy - Physical	2 years	Edit	Delete
Therapy - Speech	2 years	Edit	Delete
Training	1 year	Edit	Delete
Training Room 4	1 year	Edit	Delete
Transportation	2 years	Edit	Delete

To edit any Area, from the main screen simply click Edit and modify the content or permissions as needed.

And to remove a Area, click Delete. Now, before you delete, you will need to select an alternate Area to merge the existing Area into.

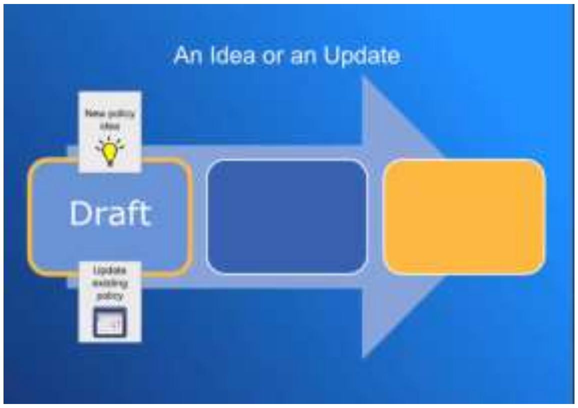
Now, if your site is part of a network or system of sites that is connected to other PolicyStat sites, you are not able to delete Areas as they may be being used on other sites. As an alternative to deleting, you can hide an Area from view. This does not impact any existing policies which currently use the Areas, but removes the Area from the list of available Areas to choose from for new or existing policies.

Users (and Permissions)

Areas

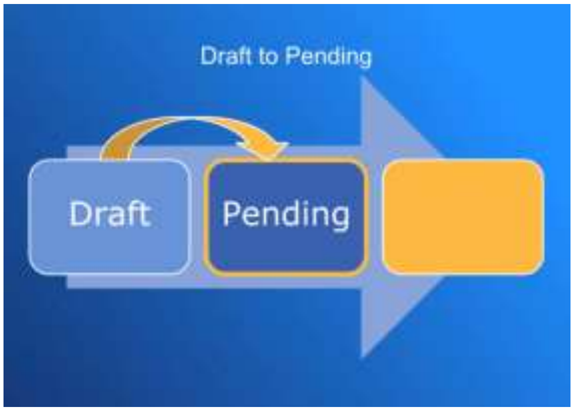
Approval Workflows

The third and final pillar of PolicyStat is Approval Workflows.



An Idea or an Update

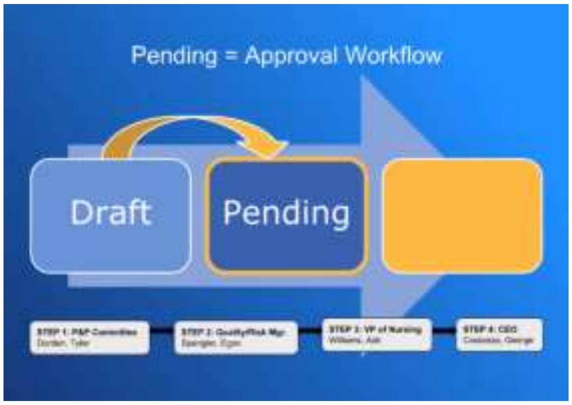
The lifecycle of a policy starts with a draft. This can either be a brand new policy or a new version of existing policy spurred by edits or an annual review.



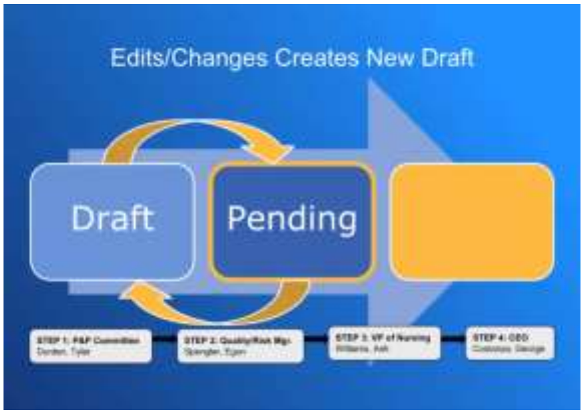
Draft to Pending

When the draft is ready for review, the Owner Starts the Approval process and the policy's status moves from Draft to

Pending.



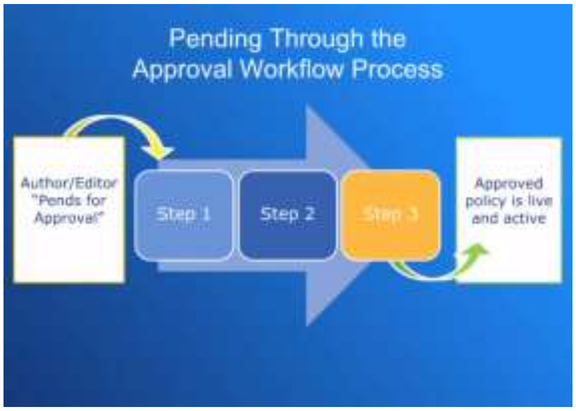
When the policy moves to a pending status, the Approval Workflow begins. An sample Approval Workflow is shown below.



Now, when edits are made to a policy, a draft version is created. Once those changes are completed, the user who makes the changes starts the Workflow to return it to a pending status.

This ensures Approvers can mark their approval for the most current version of the policy.

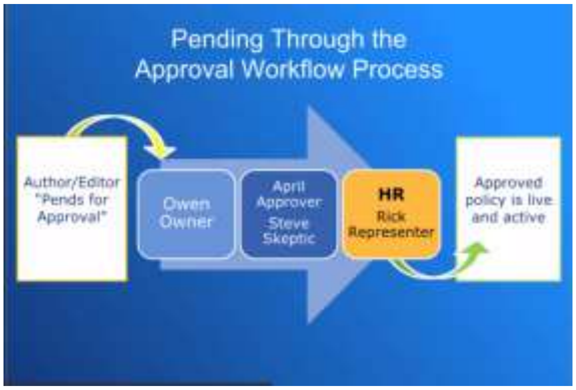
Using the example Workflow, if Ash Williams corrects some typos during his review, this creates a new draft version. When he’s finished, he will Start the Approval process on the draft version, and the pending version will return to Tyler Durden for his Approval.


Pending Through the
Approval Workflow Process
Author/Editor "Pends for Approval"
Step 1
Step 2
Step 3
Approved policy is live and active

Once the approval process starts, the policy pends through Approval Workflow process.

This sample workflow displays 3 steps. The minimum requirement is one step with one approver, but Workflows can have as many steps and as many approvers on those steps as desired.

Our recommended best practice is limiting workflows to only include necessary parties to avoid backlogs that happen when you wait on too many approvers, but that is a local decision.

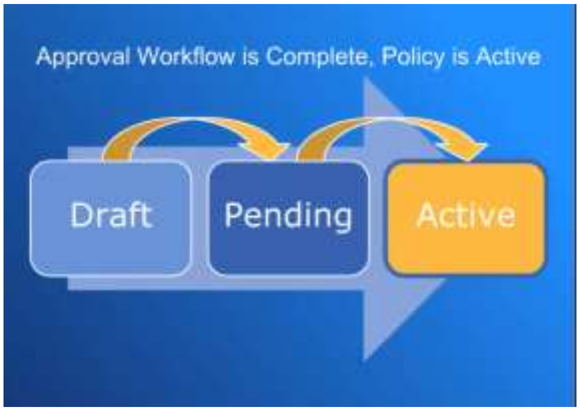


Pending Through the Approval Workflow Process

Author/Editor "Pends for Approval"
Owen Owner
April Approver
Steve Skeptic
HR
Rick Representer
Approved policy is live and active

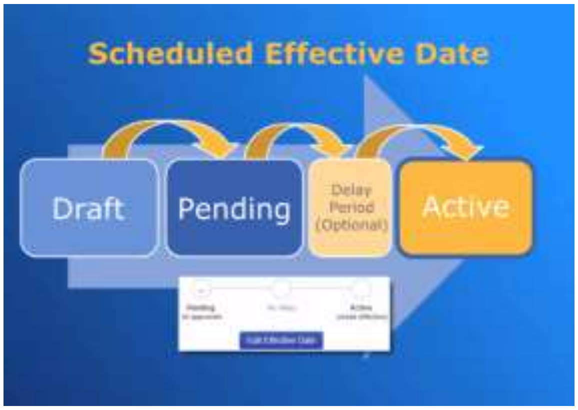
If a step has multiple approvers, both must approve before it can move to the next step. If April Approver marks her approval, but Steve Skeptic needs a further review before approving, the policy will remain on step 2 until Steve provides his approval.

On step 3, Rick Representer represents the HR committee. Rick is responsible for presenting the policy to the committee. Once the committee approves, Rick will visit PolicyStat and mark approval on the committee's behalf. Committees tend to be fluid with their membership, so designating an Approver on their behalf can save a lot of unnecessary challenge to update Workflows when committee members change.



Approval Workflow is Complete, Policy is Active

As soon as the final approver on the final step marks their approval, the status of the pending version moves to active and the policy is searchable for all staff.

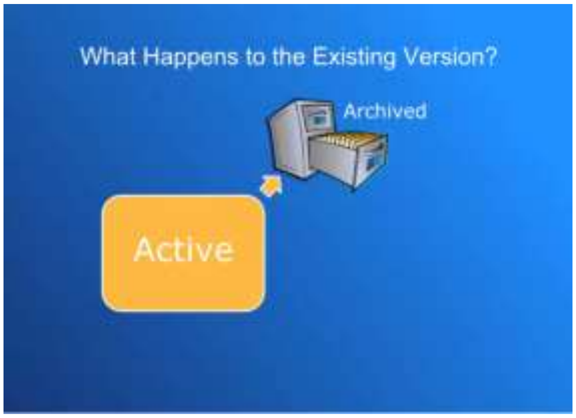


Scheduled Effective Date

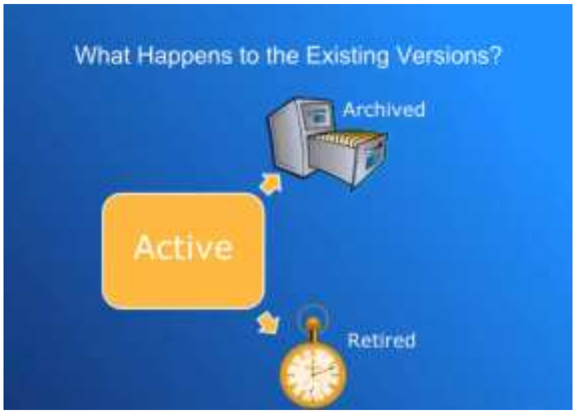
As an option, a policy can also be scheduled to go live at a future date or period of days. Scheduling an effective date is done on a policy by policy basis and institutes a delay between the final approver marking their approval and the policy becoming active.

This allows the policy to activate on a specific date or specific number of days after the final approver marks their approval. Most often this feature is used to set a period of time wherein users can be educated about the new policy or changes to the existing prior to officially becoming active. The effective date can also be set to coincide with a new regulation or other external requirement.

While most sites have this feature enabled, not all sites currently do as it may require opting in. If you are not sure if your site has this feature enabled, please check the link in the handout from today's session, or contact PolicyStat Support at support@policystat.com.

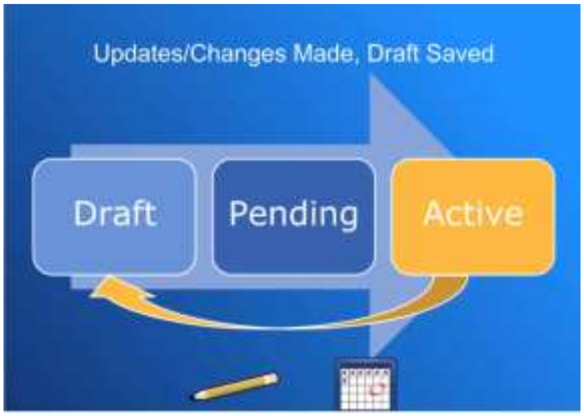


Now, when a new version becomes active, the prior version is archived. Archived files cannot be viewed by most users, but are accessible to users with elevated permissions such as Approvers or Owners.



If the existing version is no longer needed, the policy can also be retired. Retired policies are removed from everyone's view.

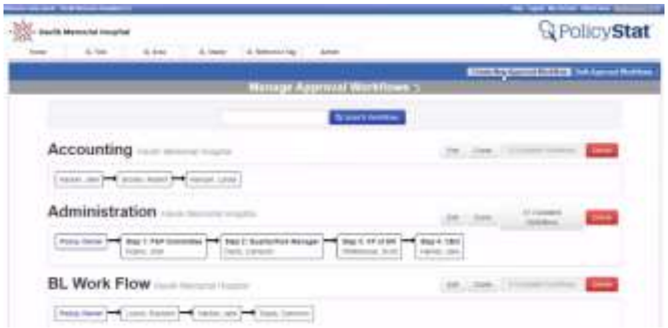
Retired policies can be restored they were retired on accident, but only by a Site Administrator. If desired, Site Administrators do also have the ability to remove the option for users to Retire.



After a policy becomes active, when edits are required or when it comes due for review, a new draft will be made and the workflow restarts.

While the draft and pending versions exist, the Active version of the policy will remain available until the Workflow completes or the policy is outright retired.

Let's jump back into the Admin tab on PolicyStat and take a look at how to create a new Approval Workflow.



So, we are on the Admin tab. Click Approval Workflow and click Create New Approval Workflow.

Now, every Approval Workflow needs a title and a minimum of one step.

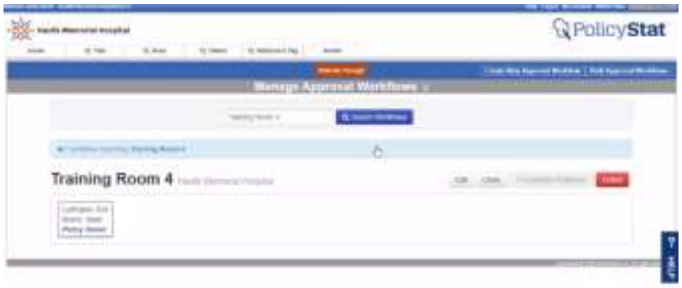
Now, by default, the Policy Owner is included on the first step as an approver.This is not required but is highly recommended. If the the Policy Owner is included on the first step they will be notified <u>every</u> time the policy is edited and the workflow starts over. That way they stay in the loop if changes are made. Otherwise the owner gets no further notifications until the Workflow completes and the policy becomes active.

This or any other step can have no assigned users, meaning that “any” user can approve the policy. We generally recommend against this, but that is a local decision.

Steps can be provided a step description. This can be a committee name, the description of a role like Lab Manager or CEO, or a reminder to take an action, like “Ensure HIPAA Compatibility.” These are entirely optional, but can prove helpful.

Add additional users by typing their names in the Approvers box, or new steps through the Add step button. Remove steps with the Delete this Step button. Add or delete steps as desired, but a minimum of one step is required.

When your workflow looks as desired, click Create Flow.



Now, you can modify the workflow through the Edit link, or to clone a Workflow, possibly to modify an approver or two, click Clone.

Workflows can also be deleted, but policies assigned to that Workflow will need to be transferred to another Workflow.

To make bulk changes to multiple Approval Workflows, much like the User Permissions report, use the Bulk Approval Workflows link at the top. Follow the directions to download the list to a CSV report, and modify the list on a spreadsheet. Once modifications are finished, re-upload the modified version.

Well, folks, that concludes the discussion on the 3 Pillars of PolicyStat.

Again just a reminder to please download the handout for today’s session as it has links to articles which review the information discussed here. At any time, you can also click the Help link in the top corner of the screen to be taken directly to our Learning Center Knowledge Base and a corresponding article about the topic.

Our most powerful help tool is the Help tab, located on the right hand side of the screen. Clicking the tab opens a menu featuring a search bar for any terms or questions, a list of the most commonly used tools, and a Contact Us link at the bottom to reach our support team. If you see the bubble icons on help resources, these launch walk-throughs that guide you through step by step to complete the desired actions.

As a Site Administrator, you also have access to UserVoice. Our development team uses this tool to gather ideas from our users about new features or improvements they would like to see in the product. To access this, from the Site Admin tab click Share Your Feedback. From here you can review other user’s suggestions and add your vote, or generate new ideas.

Thank you for your attention for this session, and thank you for being PolicyStat customers! Have a great day and a fantastic rest of you week! Take care.