



## Quality Intranet



They trust us



"VDoc enabled us to provide shared, controlled and evolutionary documentation. With VDoc, the Quality Department was able to automate strategic processes and improve traceability while complying with deadlines. In this sense, this realization is innovative."

**Christine POYET, Quality Manager**  
c.poyet@ghm-grenoble.fr

### The sector

- Health Care

### Establishment type

- Hospitals

### Products

- VDoc Process Java, VDoc Portal, VDoc Easy Site, VDoc Document Management

### The requirement

- Ensuring the renewal of certification by controlling the documentation and the risks

### The answer

- VDoc Quality Intranet

### The benefits

- Creation of a single document repository
- Automation of processes "complaint processing, notification of undesirable events, etc."

VDoc software has been developing the VDoc Suite for the SMB market for ten years now. The maturity and the recognition of our solutions by editors and integrators makes VDoc the undisputed solution for the BPM market

## For more information

See our Internet site:

[www.vdocsoftware.com](http://www.vdocsoftware.com)

VDoc Software  
17777 NE Loop 410, Suite 600  
San Antonio, TX 78217  
Phone : 210-455-9116  
Cell : 210-455-9116  
E-mail : [rauburtin@vdocsoftware.com](mailto:rauburtin@vdocsoftware.com)

VDoc Software is an Axemble Group company

## Risk management and quality document control

### The group

The *Groupe Hospitalier Mutualiste* in Grenoble consists of three care establishments which complement each other in offering a range of quality care, in medicine, surgery, obstetrics and specialist cancer care on a single site with 450 beds and rooms. This grouping together of the *Clinique d'Alembert*, the *Eaux Claires* clinic and the *Institut Privé de Cancérologie* enabled the sharing of a set of powerful technical platforms.

### The requirement

Originally, each establishment had its own document system, with its own tools (Access database, file server), its own templates and its own organisation. Operation was essentially based on paper classification, without genuine control of versions and with difficulties in searching for documents. In the context of the amalgamation into GHM, it was important to achieve the best sharing of practices and, therefore, documents.

GHM therefore sought a solution that would not be dedicated to accreditation alone, but would be capable of:

- Managing the documentation of the three establishments together, to maximise the sharing of expertise
- Improving process control and management, in particular in the context of risk management
- Strengthening internal and external communication



### The answer

- Implementation of a single document repository (procedures, protocols, meeting reports, reports, sheets, forms, etc.)
- Designing of four processes: Complaint processing, notification of undesirable events, I.T. intervention management, and the management of health safety controls. The installed Intranet includes a significant "communications" aspect.

### The benefits

- A single, refined and updated document database, incorporating all the organisation's documents (Care, medical, quality, technical, administrative, regulatory, etc.). More than 1,000 documents currently available.
- The "notification of undesirable events" process promotes the identification, traceability and compliance with regulatory deadlines for the effective handling of all incidents related to the taking into care of patients, health safety, the safety of property and persons and diligence.
- Management control data used when commissioning with users.