



SHORTLISTED

St John of God Health Care

MyPolicy Library: Transformative Policy Governance

Summary

St John of God Health Care (SJGHC) revolutionised its policy management through MyPolicy Library, consolidating 8,008 governance records into under 300 policy suites. This transformation established a single source of truth for policy, procedures, and guidelines across a multi-jurisdictional health organisation. Accessible anytime, anywhere, on any device, MyPolicy Library ensures caregivers—including nurses, doctors, contractors, students, and volunteers—can seamlessly access policy information. This initiative has futureproofed compliance, enhanced business continuity planning, and streamlined policy governance for the organization.

The Challenge

A critical risk identified by the Audit Risk Committee revealed inefficiencies in SJGHC’s policy record management. The proliferation of 8,000+ policy documents across clinical, governance, corporate services, and social outreach domains led to:

- **Inconsistencies in Compliance:** Policies lacked standardisation, increasing the risk of non-compliance.
- **Administrative Overload:** Managing disparate policy records placed a significant burden on teams.
- **Access Barriers:** Limited accessibility and duplication hindered efficient policy application across sites.

The project sought to reduce policy records to approximately 750 by introducing strategic governance, streamlining approval workflows, and enhancing accessibility through a centralised platform.



The Solution

SJGHC implemented a structured, organisation-wide policy governance model:

- **Single Source of Truth:** Established a universal policy framework ensuring consistency and compliance.
- **Hierarchical Policy Model:** Policies form the foundation, with procedures guiding implementation and toolkits supporting execution.
- **Centralized Accessibility:** PolicyStat enables caregivers to access policies anytime, anywhere.
- **Governance and Audit Controls:** Enhanced oversight ensures policies align with NSQHS standards and strategic priorities.

Results and Next Steps

The MyPolicy Library initiative has delivered significant operational efficiencies and compliance improvements:

- **Record Consolidation:** Reduction from 8,008 to 3,103 records (~49% decrease), with a centralised repository of 815 policies.
- **Standardization and Governance:** 84% average reduction in site-managed policies, streamlining compliance efforts.
- **Increased Efficiency:** Reduced administrative workload, allowing FTE redirection to quality and risk management tasks.

- **Improved User Experience:** Over 70% of surveyed caregivers reported a positive experience, enhanced accessibility, and ease of use.
- **Sustained Compliance:** Successfully integrated with NSQHS standards, strengthened audit controls, and maintained re-accreditation achievements.

The MyPolicy Library framework has set a new benchmark for efficient, accessible, and resilient policy governance, ensuring long-term sustainability and scalability across SJGHC.