



With Dossier's digital fix for tracking competency, San Mateo Medical Center receives an excellent remedy.



## Diagnosing San Mateos's problem

The staff at San Mateo Medical Center needed streamlined, digital solutions that offered a faster, simpler, and more organized way to collect and store records, while reducing the risk of errors and omissions or—at the very least—misplaced paperwork. Accredited healthcare providers, of course, are subject to unannounced Joint Commission audits, known as surveys, every three years. Keeping current on compliance standards preparing for these surveys was challenging for SMMC for a host of reasons.

## How Dossier got San Mateo Medical Center up to speed

Medical center staff worked with Dossier representatives to customize online content that best matched the department's needs. The department first compiled a central list of all the competency requirements for pharmacy employees, around 25 each. It gave the department an opportunity to review the competencies and update them. Ultimately, they launched a fully digitized system.

San Mateo Medical Center's pharmacy department quickly discovered Dossier was a breeze to set up, required minimal training time, and reduced the amount of time managers and employees spent tracking time and completing competency requirements. The innovation was so valuable and successful that they rolled the program out to other departments the following year.

### About San Mateo County Health

Built in 1923 and situated in the San Francisco Bay Area, San Mateo Medical Center includes a public hospital, seven on-site clinics and six satellite clinics that serve 73,000 culturally-diverse patients.

#### US Offices

San Francisco  
Nashville

(650) 999-3258

[sales@dossier.com](mailto:sales@dossier.com)

[dossier.com](http://dossier.com)

“They hand hold. They built whatever I had in paper form into their system. It was very self-explanatory and easy to navigate. Testing and piloting were seamless.”

Emily Weaver  
Manager,  
Rehabilitation Department



More than  
**65%**  
Reduction of  
administrative hours

**Seamless**  
Implementation

**99%**  
Paper records  
eliminated



One step ahead.