

Case Study: VSurvey

Seven RFI's Refuted and Overturned with VSurvey Data

"VSurvey allows you to know your compliance going into a survey—both strengths and weaknesses. In our case, The Joint Commission was mistaken, and we could demonstrate it. There was no guess work."

Lou Hammond,
Accreditation
Coordinator.

Mission Hospital of Asheville, North Carolina received Requirements for Improvement (RFIs) for direct and indirect standards during its recent Joint Commission site survey. Mission challenged eight of the findings with detailed VSurvey audit data reports and overturned seven of the RFI's.

Surveyors arrived in late June 2009 and sited inadequacies in areas including, pain assessment, post-procedural notes, do not use abbreviations and hand-hygiene. Lou Hammond, Mission's Accreditation Coordinator, logged into VSurvey, created unit-specific reports from audit data, and forwarded the documents to The Joint Commission. Based on the depth and breadth of the compliance data (3500+ entries in June alone), The Joint Commission reversed seven of the RFI's.

Lou and her team's success has impacted hospital operations in tangible ways including encouraging involvement of the hospital CEO (who was ecstatic with fewer RFI's). Post-survey Lou refined various VSurvey data collection tools to incorporate weakness exposed during the process. When surveyors next arrive, Mission Hospital will have VSurvey data to prove its continuous compliance.

ROI
Factor:

