

Case Study: VSurvey

All Work and No Play Until VSurvey

Overview

Prior to implementing VSurvey, Lewis County General Hospital managed compliance the old fashioned way: paper tools and word of mouth. Looking to increase compliance management and save time, Lewis County turned to VSurvey. The 54-bed hospital uses VSurvey to track compliance, manage policies, and audits. This case study describes how Lewis County saves seven hours per week using a set of three medical record audits in VSurvey, ultimately improving the hospital's ability to help patients.

Challenge

Lewis County's record review team used a paper tool system for audits and found that time spent on audit data was running into time needed for other workflow; for the director of the team, what wasn't being accomplished during work hours had to fit into her personal time. Staff entered data into Excel spreadsheets, then sent results through inter-office mail. Forms were lost in the process and further issues ensued as staff reported on the audits using different programs. File corruption forced staff to spend time redoing the audits and hand delivering them to the director of the team. Lewis County's Performance Improvement Coordinator, Jean Dryja, needed to transfer all of this paper "work" into VSurvey in an easy and time efficient way.

Implementation

Jean's first step was attending one-on-one implementation trainings with her account manager. She then compiled a list of users which she sent, along with her current medical record audit, to her account manager to have loaded in the system. With user accounts created and a record review audit in place, Jean began entering data. Soon, Jean was teaching others how to add their data to the audit, and within a month, the entire record review team was up and running with VSurvey.

Team members entered audit data directly from the medical record to the computer: paper-free. For easy access, Jean bookmarked VSurvey as a favorite on computers in each unit. Jean and the record review team leader run monthly reports to ensure that staff have completed their assigned reviews. They also run threshold tables by physician and nursing unit to take to monthly and quarterly meetings. She uses the audit data collected to score standards and is teaching facility leaders how to prepare for their next PPR.

Jean visited VCommunity, a forum for VSurvey users to ask each other questions and exchange ideas. While searching VCommunity's audit bank, she came across several audits that she liked, and had her account manager load them in to her account. Jean continues to build new audits, and regularly calls her account manager for guidance.

Conclusion

VSurvey's unique capabilities opened up new avenues for compliance tracking and data collection for the record review team at Lewis County. The team has realized substantial time savings, and is enjoying their ability to access up-to-date data in real time without experiencing reporting errors or lost data. The ability to track when staff members enter data is useful for keeping Lewis County in compliance. The hospital's 40 users have entered roughly 800 audits in the past three months and are currently linking policies from the hospital's intranet to standards in VSurvey. The hospital's success with VSurvey prompted Jean to purchase and implement the software for Lewis County's home health agency and nursing home.

"Time savings is important since we are a small hospital. What used to take ten hours per week, we can now do in less than three hours because of VSurvey. Support is better than with any other program I have ever had, which also contributes to the success we have had with the product."

Jean Dryja,
Performance
Improvement
Coordinator

ROI
Factor:

