

## Case Study: VSurvey

# A Baker's Dozen Can Work as One

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### Overview

A for profit 13-hospital integrated health system, uses VSurvey to collect, graph and analyze incident occurrences. The system's VP of Quality worked with her VSurvey account manager to create an audit that met the incident requirements across all hospitals in the health system. The full VSurvey implementation allows her to cut her travel among hospitals in half (yes, 50% LESS travel); she also saves time creating comparative reports since she can easily run side-by-side analysis of all the hospitals in her system directly from her VSurvey login.

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### Challenge

The VP of Quality needed a general incident collection method for her 13 hospitals that accommodated the submission requirements for Pennsylvania Patient Safety Reporting System (PSRS). Two of the system's hospitals are located in Pennsylvania, and the prospect of managing one incident system that uploaded specific data to the state, and a separate one that collected all data she cared about, gave her headaches.

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### Implementation

The VP of Quality worked with her account manager to create one incident tool that met all requirements. Ultimately they developed an efficient audit that could both map to the state requirements as well as encompass corporate operations. After the tool was "finalized," Verge Solutions' tech department engaged the PSRS website for direct submission. Of course, the tool had to be "finalized" a few more times (PSRS is a state program). Once the process was complete, the system had direct submission of incident data.

With the tool in place, attention turned to adding users and training hospital quality managers on the process required of each incident (notification, escalation, remedies, etc...). Every hospital now tracks its incidents in VSurvey—representing hundreds of entries each month. The VP of Quality runs system-wide, comparative reports from the aggregate data stored in VSurvey, while the individual hospitals are able to see and report on just their own data. Furthermore, incidents were so successful that she has now added a system-wide infection control audit and a morbidity tracking audit as well.

VSurvey's roots are regulatory compliance, and the VP of Quality manages compliance for all 13 facilities through VSurvey. Each hospital has its own Joint Commission compliance history loaded in the system, and account managers maintain all applicable state-specific regulations.

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### Conclusion

This health system's implementation demonstrates two keystones of VSurvey. First, the software and the software's application are completely customizable to meet client's needs. Second, VSurvey provides the ability to create system-wide audits and run quick and meaningful reports both at the hospital and system level for the organization.

"I used to spend several hours a week traveling from site to site trying to compile all of the information I needed from our system of hospitals. With VSurvey, I've been able to cut that time in half, everyone is compiling their audit and incident data in the same manner, and I can now run side-by-side reports on all our data! VSurvey has really accommodated all of our specific needs."

- Ms. C, VP of Quality.

ROI  
Factor:

