

## Case Study: VSurvey

# Critical Access Hospital Saves Time on Quality Management with VSurvey

## Overview

As a 12 bed critical access hospital, Mayers Memorial Hospital has more work than employees. VSurvey has proven to be an easy, time efficient way for them track CMS compliance, enter audit data, create reports and manage hundreds of policies. Implementation started out slow, but after assigning an operational key user, Mayers Memorial's VSurvey use tripled and so did time savings on quality management.

## Challenge

Mayers Memorial's CEO was excited about VSurvey because their current paper system for tracking compliance data was time consuming and information was easily dated; however, with so many other things on his plate, the CEO did not have the time to fully implement the software. He realized Mayer's need for VSurvey and assigned the task to one of his assistants, Liz Banner.

## Implementation

Liz contacted her account manager and came up with an implementation plan to fit Mayers Memorial's needs. She attended trainings with her account manager and also registered online for prescheduled trainings offered weekly by VSurvey.

Once familiar with the system, Liz and her account manager worked together and built a quality review report audit to track pneumonia throughout the hospital.

- Her account manager loaded all of the hospital's departments into their account, so that data could be entered by department.
- Once Mayer's departments were initially loaded into VSurvey, they could be used in any departmental audit.

Liz's next step was to get other staff involved.

- Some new users attended scheduled trainings with account managers, while others were directly trained by Liz.
- Before long, staff was entering hundreds of audit runs, and as a result several other audits were built.

With the audit portion of the software in place, Liz decided to get staff involved in scoring CMS standards.

- She sent out notices from VSurvey, assigning staff members tasks to score standards and link documents from their hospital's intranet to specific EPs.
- In a matter of weeks, she and her staff had all standards scored and over 300 policies loaded into VSurvey.

Mayers continues to build new audit tools, score standards and update/add new policies on a regular basis.

## Conclusion

A hospital like Mayers, with little time and few employees, truly sees time saving results from having a commonplace like VSurvey to manage all quality data. Large user implementation is desirable, but by assigning the right initial key user, a small hospital will have a successful implementation and start experiencing the benefits of VSurvey right away. Account managers can help identify an operational key user and assist that person through the entire training process.

"VSurvey has replaced our old Excel system of tracking compliance. I create monthly reports to track expired policies and evaluations and am confident that VSurvey has not missed anything. This has been a HUGE time saver and relief. I know that human error (delivering data) won't be a factor in a smooth committee meeting.

- Liz Banner,  
Administrative  
Specialist,  
Mayers  
Memorial

ROI  
Factor:

