

Case Study: VSurvey

“Our account manager was available when we needed him. We had multiple processes going on at the same time – building data collection tools, training staff to use the tools, training managers to view their data and finally training the Accreditation Council Leads to monitor and track compliance with Standards. He helped us at each stage of our implementation and we value the support available through VSurvey.”

- Hasnain Photowala, Performance Improvement Manager.

Request Data Feature Brings in Record Numbers

Overview

Franklin Square Hospital Center, a 360+ bed community teaching hospital (part of MedStar Health System and a Magnet Designated Hospital), had a strong key user structure in place for a swift VSurvey implementation. Performance Improvement team members Hasnain Photowala and Angel Haley and Magnet Nursing and Patient Safety Council lead Kim Ferrara RN, prioritized collecting data through VSurvey and began their implementation by learning audit and reporting possibilities. Hospital staff utilizes the Request Data feature for their data entry, entering upwards of 7,500 audit runs per 90 day period.

Challenge

Prior to VSurvey, Magnet and Accreditation Council Chairs accepted a 45-day period for their auditing process. Each audit used Teleform (a scannable form software tool) for collecting data on various audits required by The Joint Commission (E.g. Handwashing and PPE, Nursing Documentation, Physician Documentation, Patient Identification Compliance). The audit forms were collected from the units, scanned into the software and the data was then collated and reported out to the Magnet councils and the Accreditation Committee Leads/Senior Management Team on a periodic basis. This trail required the touch of several staff members, costing staff time, risk of lost entries, inaccuracies in the data and a delay in data reporting.

Implementation

The hospital decided to use their existing structure for data collection and move towards and online data collection tool that was available through VSurvey. Key staff members that were already involved in the paper data collection were trained to become independent VSurvey users. They worked with Kim Ferrara to lead internal user group trainings. Existing data collection forms were prioritized and converted from their paper versions to the online VSurvey audit tools. Performance Improvement staff used the hospital intranet site to create a separate portal for easy access to these online survey links for staff on the units. The portal currently houses links to all the data collection audits, training materials and videos, and Joint Commission Standards.

The hospital has seen efficiencies in the following areas by implementing the online VSurvey data collection tools:

- Round-the-clock access to data collection forms, available online for all staff to enter data from the hospital intranet website
- Unit and Department Managers now have easier and real-time access to their unit level compliance data
- Senior Management Team and Accreditation Committee Team Leads have access to aggregate data on various Standards real time to ensure ongoing compliance and improvement.
- Performance Improvement staff and Magnet Council leads are able to focus on compliance improvement activities rather than time spent on data collection, collation and reporting.

Conclusion

Many VSurvey clients begin implementation by tracking regulatory compliance. Franklin Square found success by beginning with the data collection features. The hospital uses the Data Collection feature to accept data from any designated staff member (not just those with VSurvey logins). The efficiencies gained by handling 7,500 audits in 11 unique tools, gave Franklin Square momentum to implement VSurvey's core competency- regulatory compliance and continuous compliance improvement.

ROI
Factor:

