

Case Study: VSurvey

Forces of Magnetism = Drawn to VSurvey

Overview

Southeastern Regional Medical Center (SRMC) in North Carolina stays on top of its Joint Commission accreditation management by utilizing VSurvey. SRMC decided to set its sights on Magnet Accreditation, and formed The Magnet Executive Steering Committee and the Magnet Writing Team to lead the efforts. VSurvey user Teresa Vanderford, a member of the hospital's Magnet Committee, looked to the tool to create a hospital-wide tracer to determine the staff's knowledge of SRMC's Professional Model of Care.

Challenge

The Magnet application process includes a site survey to determine the nursing staff's knowledge base. Staff needed a tool that would pinpoint the areas in need of further training, train staff on the spot and report on trends.

Implementation

The Magnet teams thoroughly prepared their site, and compiled supportive evidence needed for scoring Magnet standards over the course of two years. Southeastern hired a Magnet consultant to increase its survey readiness by identifying what the ANCC surveyors would look for during the site survey.

With the consultant's recommendations in mind, Teresa developed the Quality Rounding Tool for the nursing staff. The Director of Nursing trained her Nurse Managers on the purpose and style of the tracer, and each week a manager would print-out the tool and survey her department. VSurvey users would then enter the data and run reports on both tracer results and comments entered in support of the tracer questions.

Question Reports created in VSurvey displayed the trends and staff recognized immediate ROI savings in the name of "time saved". The VSurvey Question graphs pinpointed areas of concern which helped Nurse Managers target their training needs, saving retraining time in areas where nurses already hit the mark.

Further, if an evaluated staff member was unable to answer a question or needed assistance, the Nurse Manager had the correct information on hand. The tracer itself became an on-the-spot learning experience.

Conclusion

SRMC's Quality Rounding Tool helped bring the team to survey readiness by targeting key areas specific to a Magnet survey and highlighting the educational blips. What could have been a stressful three- day onsite survey, proved to be just the opposite. Staff was confident in their ability to meet Magnet forces and as a result reached their goal in April 2008.

"Our account manager assisted us throughout the audit creation process. He was always willing to help and quick to respond."

Teresa Vanderford,
Director of Care Management,
SRMC.

ROI
Factor:

