

Case Study: VSurvey

“These types of reports were difficult to accomplish before VSurvey and as a result, we were not tracking very much practitioner - specific information. Our Account Manager, Mike, has been great to work with. Every time I seek help, I get almost an immediate response and he is excited to help.”

- Ms. H, Quality Director.

Quality Manager Saves Thirty Hours per Quarter

Overview

A for profit health system was months into using VSurvey to track incidents across the 13-hospital integrated health system, when the Quality Manager at one of the campuses, began exploring the benefits of the online tool at the local level. She worked with her account manager to build two tools within VSurvey: a blood review audit and a mortality review audit. The audits track practitioner-specific compliance, hospital compliance, and policy requirements all in one tool. The Quality Manager saves thirty hours of time per quarter- ultimately improving reporting and patient quality of care.

Challenge

Before VSurvey, the limitations of the hospital’s paper system kept the Quality Manager from achieving the reporting results she needed, and from properly tracking practitioner-specific data. She wanted a tool that could track practitioner compliance and hospital compliance in one audit plus the ability to create useful reports to take to quarterly meetings. She found the answers to her questions while reading the article: *Top 10 VSurvey Improvements* in the monthly VNewsletter and quickly contacted her account manager to get going.

Implementation

First, she sent a list of practitioner names to her account manager.

- VSurvey’s tech department loaded the practitioner names into her hospital’s account. The list of names can be used in any audit—local or system-wide.

Next, she worked with her account manager to build the hospital’s blood and mortality review tools into VSurvey.

- The blood review audit now includes practitioner consent questions, process questions and policy questions. These questions track physician compliance, hospital compliance and ensure that all related policies are up to date.
- The mortality review audit tracks hospital compliance with new CMS mortality requirements, as well as practitioner compliance.

Now, the Quality Manager saves up to ten hours each month because of VSurvey’s reporting capabilities.

- She worked with her account manager to create saved reports that automatically update as she enters audit data.
- The value of her reports has increased, making quarterly meetings with physicians and colleagues more efficient.

Conclusion

VSurvey’s ability to track practitioner-specific data opened new avenues for compliance tracking and data collection for this organization. Local audits have been incorporated by sister facilities at the system level, and management has noticed the substantial time savings.

ROI
Factor:

