

## Case Study: VSurvey

# Mission Hospital Made a Smooth Transition from the Old to the New

## Overview

With a central location to collect, analyze and report data, Mission Hospital's Accreditation Coordinator saves two hours each day on accreditation readiness. The hospital's use of VSurvey is multi-faceted, taking full advantage of tools like: compliance management, incident tracking, audit collection, reports, and evidence records. Mission Hospital's 335 users, who cumulatively average 1500 logins per month, enter over 21,000 audit runs each 90 days.

## Challenge

Deciding where to start can be the hardest part of the VSurvey implementation process. Lou Hammond, Mission's Accreditation Coordinator, was initially overwhelmed with the idea of gathering all of their current information and transferring it to VSurvey. All of Mission's pre-VSurvey PPR data was stored in a different software system and all audit collection was currently being done with a paper system. Mission wanted a smooth transition from the old to the new.

## Implementation

First, Lou contacted her VSurvey account manager and together they formed a plan to implement VSurvey.

- Lou and her account manager set up trainings for Mission's accreditation services department.
- The department embraced VSurvey, but it was Lou who became an expert VSurvey user. With the help of her account manager, she orientated the bulk of Missions users to the system.

Once everyone was trained, staff began using VSurvey to prepare for their PPR.

- They scored standards, created plans of action to remedy areas of noncompliance and linked policies and documents from their hospital's intranet to appropriate standards.

Next, Lou wanted to employ the auditing features in VSurvey.

- Lou worked with her account manager to refine Mission's current inpatient and outpatient medical reconciliation audits and uploaded them into VSurvey.
- Staff began entering audit data into the medical reconciliation audits.
- With several output types to choose from, Lou can run up to date reports to take to weekly quality meetings.
- Rather than having to update her reports each month manually, VSurvey automatically keeps the data current for Lou.

Now Lou tells department managers, if a question can be answered yes or no, she will create an audit to track its compliance.

## Conclusion

Lou's time savings, totaling 10 hours a week, makes VSurvey a valuable tool to Mission Hospital. VSurvey centralizes the work and calculates data in real time, allowing Lou to easily run reports from the software. She now has more time to manage her other incoming work flow.

"VSurvey has provided the vehicle that allows Mission Hospital to make the concept of 'Ready Every Day' a reality! People now lovingly call me the Verge queen!!"

- Lou Hammond,  
Accreditation  
Coordinator,  
Mission Hospital

ROI  
Factor:

