

Case Study: VSurvey

VSurvey Helps Hospital Achieve Three Joint Commission Triumphs

Overview

With 300 users averaging 1000 logins and 3000 audit runs per month, VSurvey has helped Carteret General Hospital successfully prepare for three Joint Commission Surveys. Carteret, one of Verge Solutions first VSurvey clients, has been steadily using the software in a variety of ways over the past four years. Carteret administrators credit their continued use to VSurvey's incomparable customer support and regular software improvements.

Challenge

Before VSurvey, Carteret entered information directly into the Joint Commission extranet for their PPR and conducted chart audits by hand. From there, all audit data was manually entered data into Excel spreadsheets. Carteret did not see the value in undertaking new audits, because the process was so cumbersome and time consuming. Time spent did not achieve efficient results.

Implementation

Carteret's initial implementation began with a series of webinar training sessions with its VSurvey account manager. As the Quality/Cost Management Data Analyst for Carteret, Barb Thomas, attended trainings and became a driving force for VSurvey use.

Since Carteret was due for their annual PPR, Barb's first step was implementing VSurvey's compliance features.

- She met with chapter leaders and assigned them the task to score standards and create plans of action for any areas of noncompliance.
- Carteret then decided to upload all the hospital's documents and policies into VSurvey and link them back to the standards they support.

Next, Barb worked with her account manager and addressed their paper audits.

- Carteret's account manager loaded several audit forms, starting with the hospital's chart audit.
- Staff members began entering audit runs, and realized quick successes in data availability.
- They added practice tracers and environmental tours that link to particular standards to track their compliance.

With all of their audits and compliance tracking in place, Carteret started using VSurvey in unique ways. For example, when a change in clinical practice takes place, Barb creates an audit to track the change and see how it is working. She also started doing monthly unit report cards that she sends to each unit and includes data from VSurvey audits as well as other data like patient satisfaction scores, length of stay, etc. The directors of each department meet with their superiors each month to formulate action plans for any problem areas found in the report card. Carteret steadily uses VSurvey for a variety of features and continues to come up with new ways to use the software.

Conclusion

At Carteret, time spent using VSurvey does equal results achieved. Carteret's mixed use of VSurvey has contributed to the success of: Three Joint Commission survey triumphs, 70 active audits, a monthly unit report card, real time scoring and compliance tracking. Barb loves VSurvey because of the time and money it saves her and contributes Carteret's success to the quality of the software and the unbeatable customer support.

"I love V-survey and probably the best feature is the customer service. When I have a problem or need help, I can either call or email Kenneth Slifer [VSurvey account manager] and usually get a response within an hour and almost always within a day. That kind of service is unheard of with other software we use."

- Barb Thomas,
Quality/Cost
Management
Data Analyst,
Carteret

ROI
Factor:

