

Case Study: VSurvey

VSurvey, Jump On In - The Water's Fine

Overview

This case study describes a Texas children's hospital that is a VSurvey super user. The hospital's Accreditation Coordinator turned to VSurvey to efficiently manage the vast amount of data her large hospital compiles. The hospital creates roughly 10,000 entries into their 50 active audits every quarter. Staff sees substantial changes in the way the hospital handles accreditation readiness and is extremely happy with the many benefits of VSurvey.

Challenge

The high volume of information, dispersed throughout the 350 bed hospital, overwhelmed staff. The hospital needed someone to lead the effort and organize a plan to get all of this information into one uniform place, VSurvey.

Implementation

The Accreditation Coordinator dove right in and began implementing the software. First, she and her director attended several trainings with their account manager.

- After three training sessions in ten days, they were ready to hold their own trainings within the hospital, implementing dozens of users at once.
- She was able to delegate responsibilities within VSurvey to close to 300 users.

Next, staff scored standards and began linking hundreds of policies and handouts back to specific elements of performance as evidence.

- Soon, the hospital had close to 500 handouts and 400 policies linked to appropriate standards in VSurvey.
- Staff could quickly locate the problem areas and take action.

Finally, the Accreditation Coordinator directed staff to convert their old paper audits into VSurvey and create new, more focused audits to target the problem areas.

- She created a tracer entitled One Clean Sweep that each unit in the hospital completes on the 15th and 30th of every month to monitor regulatory readiness.
- She is able to run reports on all units, which she presents monthly to her superiors.

Conclusion

This large children's hospital uses VSurvey regularly, and continually orientates new users to the system. Their approach to implementation-just plunge in and start using- hit the mark! The Accreditation Coordinator encouraged staff to do the same, and as a result, all of the hospital's once disorganized data is now in a central location. Having a common place for their regulatory readiness information has provided this hospital the information tracking and reporting capabilities they've long desired.

"We use the medical record and custom audits to conduct our monthly audits. Once the data is entered I create a report and present it to our directors and vice presidents, which saves time and makes my superiors happy. We also utilize VSurvey for our PPR Lead assessment and are continually finding new uses for the software,"

– Ms. O,
Accreditation
Coordinator.

ROI
Factor:

