

## Case Study: VSurvey

## Same Amount of Staff Time + VSurvey = More Audits

### Overview

A west coast children's hospital's Quality Improvement Coordinator saves two hours per audit tool by managing the process in VSurvey. The hospital has achieved the capacity to collect and analyze more data with the same amount of dedicated staff time. In addition to time savings, running several key tracers in VSurvey has helped to improve hospital-wide compliance. The Quality Improvement Coordinator presents aggregated reports in monthly meetings- easily pinpointing strengths and weaknesses.

### Challenge

Prior to using VSurvey, staff tracked compliance with Excel charts created for each of the eleven chapter leads. Tracer summaries and corresponding action plans were kept in Word documents and aggregate reports were created by abstracting that data into Excel. This process was time consuming and frequently yielded erroneous results.

### Implementation

The Quality Improvement Coordinator was chosen as the resident expert to spearhead the VSurvey implementation plan. She attended both one-on-one and group trainings with VSurvey account managers and developed a phased software implementation plan:

- **Phase I:** She conducted classes and one-on-one help sessions to assist a select core group of users. This phase focused on preparing for the hospital's PPR, scoring standards and creating plans of action.
- **Phase II:** She designed a tracer program to blitz the hospital with focused hour-long tracers to improve compliance with environmental and infection control issues. She worked with her account manager to create new tools and upload existing ones. Next, nurse managers were trained on the program and supported in data entry by the Quality Improvement Coordinator. She also utilized VSurvey's request data feature during this phase.
- **Phase III:** Staff run reports on tracer data and create action plans to remedy problem areas within VSurvey. Notices are sent from these action plans in VSurvey helping staff to actively manage the problem areas. This one-stop-shop for users makes it easy for them to manage their activities and also helps the Quality Improvement Coordinator keep track of deadlines and accountable parties.

### Conclusion

VSurvey provides this children's hospital with the tools to efficiently track compliance and audit data. The Quality Improvement Coordinator no longer worries about data errors, plus the time savings allows her to initiate new audit tools, leading to improvements in hospital-wide compliance.

"Not only are the functions extremely helpful and save us time, but the customer support is nothing short of amazing. Managing the process from audit to action plan in VSurvey easily saves me about two hours per audit, and has enabled us to run many more audits with the same amount of dedicated staff time."

- Ms. W, Quality Improvement Coordinator.

ROI  
Factor:

