

Case Study: VSurvey

From Zero to Hero

Overview

The busy staff at Doshier Memorial, a 100-bed acute care hospital, had VSurvey access for several months but put off its implementation. Once CNO Connie Shea had the results from a recent Joint Commission survey in hand, managing ongoing compliance was top of her mind. She sat down with her account manager for a one-on-one webinar and within the hour created an implementation plan. In three months time, Doshier went from zero use to having 43 VSurvey users, data entry in the thousands, and online hospital documents.

Challenge

Doshier was paper-based. Without a hospital intranet and the capacity to synch work with their colleagues, departmental staff built audits and spreadsheets on their personal computers. Hospital-wide audits were out of reach. A survey by the Joint Commission further highlighted the hindrance that departmental paper binders had over the hospital's potential.

Implementation

Two things sparked Connie Shea to implement VSurvey: the desire to be "paper-free", and a one hour webinar with her account manager. Doshier's VSurvey Account Manager provided web-ex trainings for the hospital's key users and departmental managers and once staff bought in to its ease and efficiency, Connie made using VSurvey mandatory.

Kathy Pigeon, an Administrative Assistant, was responsible for cleaning up hospital policies and documents. She put the most up-to-date policies on her hospital's shared drive then linked each policy into VSurvey. The online tool keeps track of evolving policies in one record page, by allowing users to link new versions of documents. Now, only one paper copy exists for each hospital document, which Kathy keeps under lock and key.

Administrative Assistant, Lori Smith focused on the scoring aspect of VSurvey. She began working on TJC chapters one at a time, pouring over standards text to score and link the now online hospital documents. She tailored her own Standards Report in VSurvey, titling it "Leftover List", to nail down what had yet to be scored. Lori uses the expiration notices in VSurvey to stay on top of expiring evidence. She appreciates that VSurvey tracks evaluation history at the element of performance level and finds historical comments and dating useful to track compliance evolution at Doshier. Once Lori completes a chapter, she turns the job over to the trained department manager who maintains the work.

Connie Shea was inspired by the notion that departmental managers could enter data at any time and turn around and graph results instantly. She loaded several audits into VSurvey to begin data collection. Hospital-wide tracers became instant learning tools and increased staff accountability. As Connie noted, "numbers don't lie" and now her laptop is standard at team meetings to show real-time data.

Conclusion

Doshier's login total went from sixteen in the first seven months after purchasing VSurvey to 811 in the seven months following a Joint Commission Survey. Using VSurvey to preemptively manage compliance is beneficial, and of course maintains the management after survey as well. Areas of noncompliance can be tracked and remedied by staff before surveyors ever arrive. Doshier now continually manages compliance and shows supervisors their progress through the software's reporting features.

"VSurvey helps us pinpoint staff accountability and as a result participation in the online tool has really taken off."

– Connie Shea, CNO, Doshier Memorial Hospital.

ROI
Factor:

