



CASE STUDY

Carolinas Medical Center—Pineville

CHALLENGE:

Using an Accreditation and Regulatory solution to bring an entire network of regional hospitals and large medical group up to speed to implement an organized, governing structure with system-wide audit tools to gather data, reward compliance and share best practices.

SOLUTION:

Introduce Carolinas HealthCare System at CHS Pineville, and then integrated throughout the CHS system facilities. Verge allows CHS employees to gather input at both facility and system levels, build custom audit tools, flag challenges and solutions and cohesively share data and best practices over the all-encompassing Converge Platform.

“We love Verge at CHS Pineville, not only for the auditing module, but also for compliance. It’s empowered our Chairs to have ownership in Joint Commission standards because they’re responsible for going into the Converge Platform themselves and scoring, it’s not just me, in Accreditation, doing it for them.”



Carolinas HealthCare System
Pineville

Using a customized step-by-step process developed by the Verge Health Client Solutions team, CHS Pineville was the first network facility to implement the Accreditation and Regulatory module. Today Verge has been systematically rolled out a governing structure at the system level, meeting the needs of several hospitals in the network.

Prior to Verge, CHS was using tedious and error-filled paper scan-tron sheets to collect data from facilities, one hospital at a time. Verge Health has transformed the audit process to an easy, proactive approach, “It allows us to be able to spend more time at the bedside and out on the units talking with staff versus behind our desks adding up numbers trying to figure out where we are on compliance.”

Client Information

- Carolinas HealthCare System (CHS) – Pineville, Charlotte, and North Carolina
- A 235-bed not-for-profit hospital providing comprehensive emergency and specialty care south of Charlotte

“Getting in front of a group of regional CEOs or CEOs or Chief Nurses or Chief Medical Officers, you really only get a couple of minutes to capture their full attention, and that data splash is so key.”

Robin Miller
Accreditation Coordinator
Carolina HealthCare Systems—Pineville

The constant flux of regulatory changes are automatically updated in the Verge module.

On the network-wide system, Verge Health has enabled CHS leadership to access data across multiple facilities in the larger system to see which facilities are leading the charge, which face challenges, and where best practices can be better implemented. Robin agrees, “It allows us to compare ourselves against each other, apples-to-apples, and not apples-to-oranges.”