



CASE STUDY

Marin General Hospital

CHALLENGE:

Converting a community hospital located just outside of tech central San Francisco, from paper implemented surveys and manual data aggregation in preparation for the Joint Commission audits to an integrated digital system, enabling the hospital to buy back time lost, illustrate trends and act on recommended changes.

SOLUTION:

Marin General Hospital began partnering with Verge Health in 2008 and became an early adopter of technology available to health care providers. The Converge Platform has transformed Marin General's data collection processes to a system of efficiency, cross-department collaboration, and high-reliability trend forecasts.

Marin General Hospital selected Verge Health in early 2008 to move away from a paper system, enter the digital age and prepare for Joint Commission surveys. The introduction to computerized and integrated reporting systems was groundbreaking for Marin General in the amount of time saved according to Kathie, Manager for Accreditation and Regulatory Licensing, "Getting the survey done leveraging Verge for both clinical and environmental rounding, has been really wonderful. Being able to enter all that data into a system to produce reports was really exciting and made our life easier."

With efficiently run surveys and reports, Kathie remarks that Marin General's standards and processes have significantly improved, "What it's done for us for performance improvement was being able to hone down on some of the things we found in rounding. We are able to do more because we are getting the data processed and out to people." Before Verge Health, "We couldn't do the number of audits that we now do and then turn everything around as quickly as we could. It was far more time consuming to get the reports out."

In comparison to the paper system, the Converge Platform has allowed Marin General's data collected to be aggregated and available in real-time, before any event becomes dated, "Now, once it's in there, you can do the report at the same time. If it's done on a Monday, on Wednesday we can push out the data for departments to see and changes can be happening. That was really important for us."

Kathie has been thoroughly impressed with Verge Health, "It's been a great experience. The people at Verge are wonderful. It's like family and it's been very nice. Good relationships, good response when you have a question. I've never been disappointed. I absolutely would recommend Verge."



Client Information

- 235 bed community hospital, north of San Francisco, California
- Marin General Hospital, Greenbrae, CA

"Using Verge Health's accreditation and regulatory platform for audits has been beneficial because the reports are pushed out to leadership, to nursing, or to direct reports and the directors of environmental services or support services so they can see what is happening in the rounds. That has been really helpful and things get done faster because everyone has the information. It's been a real help."

Kathie Rennick
Manager for Accreditation and Regulatory Licensing
Marin General Hospital
Greenbrae, California