VERGE™ HEALTH

CASE STUDY
Prime Healthcare

CHALLENGE:

Prime Health works in 44 hospitals across 14 states, each state with distinct regulations and a variety of internal tracking and electronic medical record procedures. The challenge was in standardizing the processes to be able to gauge system-wide performance while integrating each hospital's specific requirements on a single platform over an 18-month period.

SOLUTION:

Prime Health began partnering with Verge Health in January 2015. Verge was selected by Prime for the Converge Platform's ability to support all policies, incidents, credentialing, and compliance in one, easy to access place for 43,500 employees, unifying the 44 individual hospitals.

Ahmed oversees Prime Health's direct compliance, utilization management and performance improvement and remarks, "it was almost impossible for us at the system level to know exactly what [data] is tracked and there was no standardization." Working with Verge Health, Prime Health was able to get all 44 hospitals in 14 states on the Converge Platform within 18 months, with some hospitals converting for the first time from paper systems to digital information sharing.

"It has been a really great collaboration with Verge Heath and the Verge team." Verge worked behind the scenes with Prime's risk managers, looking at the multiple states' requirements and developed a universal platform strategy. With Verge, Prime is now able to compare, track, trend, and develop processes in all of Prime's facilities to better mitigate risk. Ahmed is most impressed with Verge Health's unique all-encompassing platform, "in my experience I've never seen anything that was been that extensive. Some are good at incident reporting, some are good in risk management, but there's not one comprehensive platform that can offer you everything,"

Prime Health has taken advantage of the Verge Health ability to customize modules and tools for incident reporting and to track physician credentialing criteria including physician complaints and grievances, providing standardization system-wide and the ability to filter and aggregate data in real time. "Verge has given us the platform to build confidence in employees so they can be empowered to send incident reporting information in without any repercussions. This allows us to be a high reliability organization."

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Client Information

- **For-profit operator of 44 hospitals in 14 states, employing 43,500 people**

"Verge is very condition driven. You can use it every year, you can do it in a similar way, make sure everyone is prepped; you can assign tasks to different directors or different managers. It helps us sitting at a system level to see exactly which facility has issues. What are the issues? We can ask and also create a plan of correction."

Ahmed Imran
Corporate Director for Performance
Improvement and Director of Compliance
Prime Healthcare