



CASE STUDY

Tidelands Health

CHALLENGE:

To integrate a collaborative platform inviting every hospital employee, patient and family member to have access to and be able to contribute to safety event reporting. With an effective system in place, Tidelands Health will reduce risk and improve system-wide initiatives while preserving a culture of safety.

SOLUTION:

Tidelands Health selected Verge Health's Converge Platform for its multi-faceted integration and design which allow as many users as possible to contribute. Verge's Patient and Employee Safety Application connects to a centralized database to track culture by department, culture by the medical staff and to capture patient feedback.

Greg Nobles, Tidelands' Patient Safety Officer, was involved in both the vendor selection process and the implementation of Converge. Tidelands' first need was a risk module to manage safety events. "Previously we used another vendor for a safety survey, we had one version for physicians, one for employees, one for hospital staff, but none of those things spoke together. When looking for a vendor, we really needed somebody that could coordinate as many pieces as possible, which brought us to Verge Health." With integrated modules, relations between incidents become evident, such as a medication incident and a fall incident.

Verge's event reporting module also captures feedback, Greg comments, "We're looking for people who have good safety ideas. New employees can get engaged to tell you how processes worked in other locations, and then we can fix something before a serious event happens."

On the subject of patient safety, Greg remarks that Verge has demonstrated that patient reported safety incidents are effective for the organization. "Asking patients to report safety events implies that they may not be safe. I think making patients' families aware that not everybody is safe in hospitals and by providing feedback they can be a part of the team, is vital to get past when talking about safety. Verge Health helps to pull that in with patients' compliments, complaints and suggestions."

Greg has already recommended Verge Health to neighboring hospitals," what really brought us to Verge Health was the ease of use. When we looked in our current system, not a single physician in the system had access to enter their own incident. Now every person who wears a badge is one click away and 60-90 seconds away from filing any occurrence."



Client Information

- Tidelands Health, Georgetown and Murrells Inlet, South Carolina
- Regional, for-profit three-hospital system with 50 outpatient providers

"Culture safety scores are almost always positively related to how many times a unit reports a near miss or a good catch. The units that truly have the culture will also have the safety. With Verge Health, we're learning that where culture goes, safety goes and so does patient experience. If you want to make the patients happy, focus on safety."

Greg Nobles
Patient Safety Officer
Tidelands Health