



CASE STUDY

Western Maryland Health System

CHALLENGE:

Western Maryland Health System implemented Verge Health over a decade ago; but with constant emerging health trends such as value-based care, expanding continuum of care, and electronic medical records the facility knows it must keep things running as efficiently as possible to out-perform competition and meet changing regulatory and compliance requirements.

SOLUTION:

Verge Health's Converge Platform is keeping Western Maryland Health System one step ahead of the curve with integrated modules to prepare the Joint Commission Survey, track events and patient relations, and use aggregated data to gauge trends through ongoing facility-wide auditing.

Western Maryland Health System (WMHS) was one of Verge Health's first clients, over 10 years ago and continues to expand their use of the Converge Platform. Today, WMHS leverages Verge's integrated modules, which helps stay on top of analyst, Mandela Chafu's, mission "to get rid of any paper."

Chafu is an advocate of the Converge Platform and values the convenience of scheduled and automatically run reports that are instantly transferred to leadership, inviting their feedback, "The Verge modules are really integrated into our processes and procedures in the hospital."

WMHS is using the Verge Accreditation & Regulatory module to collect hospital measures and prepare for the Joint Commission Survey. The Converge Platform enables Western to design audits and reports to measure quantitative and qualitative performance, using discrete questions and narrative sections to encourage managers to share rationale for change. Chafu remarks that the customizable audit reports clearly and easily illustrate trends, "You can always show where things were and where things are now. Because of the reporting capability of the Converge Platform, we're able to make decisions that direct us to move on or to do more corrective actions."

"I would definitely recommend Verge," says Mandela. "The biggest selling point is integrating all the different systems in the same package, and that's where healthcare is going."



Client Information

- Over 250 bed acute care hospital, bordering Pennsylvania and West Virginia
- Western Maryland Health System, Cumberland, MD

"Verge is a fully integrated system in our organization, which we seriously leverage in every facet because of the direct line between front-line staff through middle management all the way to the C-suite."

Mandela Chafu
Health Analyst
Western Maryland Health System
Cumberland, Maryland