



CASE STUDY

Aurora Health Care

CHALLENGE:

Working with a large multi-hospital health care organization to custom design and streamline processes into an integrated, convenient and simple platform to produce results that create system-wide improvements, lower error based risk, and enhance more effective communication among teams, both facility wide and system wide reaching all 15 hospitals.

SOLUTION:

Aurora Health Care has been a Verge Health client for over a decade giving accolades to the Verge Health customer service team. Making waves first with the Accreditation and Regulatory module, in 2014 Aurora amped up and added event management, patient relations, contract management, claims and peer review modules to reap universal benefits from expanded use of the Converge Platform.

Aurora Health Care's Director of Clinical Risk Management, Tammi, describes Aurora prior to partnering with Verge Health, "Our organization was put together through a series of acquisitions and mergers. Every single facility had their own system."

Aurora's team worked with Verge Health on platform implementation during two day working sessions, creating 20 charts and multiple work flows. Aurora quickly realized the importance of simplicity with Verge Health's best practice guidance, "Our experience initially was a lot of trial and error, but Verge helped us through that. We realized, how overly complex things were and were constantly reminded to simplify. That simplification has ended up paying off."

When Aurora later added more Verge modules Tammy recalls lessons learned as they reapplied them. The response from the users has been tremendous. "We've learned that by listening to the best practice of 'simplify' the end product will be great."

The Verge platform gives Aurora a competitive advantage as they can share information efficiently and confidentially among facilities within the system, "If I have a RCA that I want to share with another hospital, I can send them a notice through Verge. All the information is protected and they can see just that one thing that I want them to see."



Client Information

- Wisconsin's largest health care network of 15 hospitals and 32,000 employees
- Aurora Health Care, Milwaukee, Wisconsin

"The electronic solution was a God-send because as a system, we could look across the whole continuum and see what was going on and compare apples-to-apples. We've really leveraged Verge to drive improvements. Having the integrated system where we can have all of the modules speak together is really helpful. We can easily learn from an incident that migrates through RCA then to a claim."

Tammi Waterman
Director of Clinical Risk Management
Aurora Health Care
Milwaukee, Wisconsin

Tammi adds, "The other thing about Verge Health is the exceptional customer service. If we have a problem, we call, we get it fixed. I've been working on weekends and called my Verge manager and they happened to pick up or read the email and were able to fix the problem before everyone came in Monday morning."

"I would recommend Verge." Tammi continues, "It meets a need and maximizes it by using the modules that speak together. It's much better than having stand-alone systems that you have to manually put information together and store it separately. It's great to have it all in one place."