

## Converge Platform

Events Management, Patient Relations,  
Peer Review, Accreditation & Regulatory



### CASE STUDY

## Barton Health

#### CHALLENGE:

To effectively implement additional Verge Health modules into a healthcare organization's current operational processes, to ensure that data can be shared across the entire organization. An additional challenge is to develop customized processes that deliver the most efficient reporting, survey functionality auditing outcomes and risk reduction strategies.

#### SOLUTION:

A Verge Health client since 2010, Barton Health has recently optimized several Converge modules and expanded peer review to nursing staff, allowing the organization to continue reaping the benefit of exemplary customer service and custom operational design. In addition, Barton benefits from the increasing the ease of use and the efficiency of working with a single, comprehensive platform.

Kathryn is a nurse and Compliance Officer, who has been with Barton Health for 28 years. Through her tenure, Kathryn has seen the organization transform from paper systems to leveraging technology for a variety of processes. Barton has been a Verge Health client since 2010. Her experience with software migrations allowed Kathryn to enter the Verge relationship with specific ideas and needs. Verge worked in partnership with Kathryn to customize platforms and design new efficiencies like visual icons to direct users down the right path and easy links to related reports and surveys. "Every step of the way when I asked for something, the response is 'Sure, you've got it, what do you need?'"

Working with a vendor with knowledgeable staff and the ability to customize each piece of an integrated system is a huge driver of Katherine's recommendation about Verge Health, "I am so satisfied and customer service is wonderful. My Verge customer service manager understands why some of my work flows are built the way they're built."

The positive relationship with the Verge Health team and the system's compatibility with existing modules have influenced Barton Health to add additional functionality on an ongoing basis, "I'm very happy with the integration of the modules." Katherine emphasizes that the integrated Verge modules greatly benefit organizations still operating with, "a lot of stand-alone systems, which is frustrating because those stand-alones don't talk and you can't analyze data."



### Client Information

- Health care network with over 900 employees serving the Lake Tahoe and Carson Valley Area of California and Nevada
- Barton Health, South Lake Tahoe, California

**"We're a high reliability organization with a huge safety culture. We rely on our data to help us determine where we're not being as safe. With Verge Health, our leadership team and work quality teams have information at their fingertips. We can drill down to identify where we're really not so good, allowing us to continue to strive for zero harm."**

**Kathryn Biasotti**  
Administrative Director of Risk  
and Legal and System Compliance Officer  
Barton Health  
South Lake Tahoe, California