



CASE STUDY

Carolinas Medical Center—Northeast

CHALLENGE:

Preparation for on-site Joint Commission survey; running failure modes and effects analysis (FMEA); and meeting focus standards assessments for the Carolinas HealthCare System facility which provides comprehensive emergency, specialty and pediatric care.

SOLUTION:

CHS selected Verge Health for its easily accessible customer service and versatility. Using the Verge Regulatory solution platform, CHS is developing custom assessment tools to collect and aggregate data and receiving real time regulatory updates to keep one step ahead in meeting compliance measures.

Misty Owen, Accreditation Coordinator at CHS NorthEast, began only a few months before the hospital's next Joint Commission Survey to triennial Joint Commission survey. Using the Verge Accreditation and Regulatory compliance solution, CHS was able to develop audits to continually monitor and correct compliance flags prior to the survey. Misty recalls working with a paper process prior to her employment with CHS, and admits it was difficult to compile data in an efficient manner. "The data preparation process was tedious and by the time the data was ready, there was not enough time remaining to make improvements based on the findings." Misty adds that the Verge platform allows CHS to create tools easily and quickly. "We can also aggregate that data very quickly and put action plans into place."

Verge Health tools are used in CHS acute care, continuing care and ambulatory clinics. Verge Health provides CHS with customizable tools to complete FMEA processes and in-house focus standards assessments. The system allows CHS to know, continuously and ahead of schedule, the steps required to meet constantly changing and stringent compliance regulations. "We are more continuously ready. Verge Health helps us to stay one step ahead."

CHS has a network of hospitals throughout North and South Carolina and Verge Health provides the tools to help individual facilities to see how they fit into the larger healthcare system's standards and assessments.

Carolinas HealthCare System
Northeast

Client Information

- Carolinas HealthCare System (CHS) – NorthEast, Concord, and North Carolina
- A regional 457-bed not-for-profit hospital with more than 4,200 employees

"Verge Health's service is phenomenal because we do have that one-on-one, personal interaction with our specific 'help desk' representative. They're a phone call away all the time. That is probably the best part about Verge."

Misty Owen
Accreditation Coordinator
Carolina HealthCare Systems— NorthEast