CASE STUDY

Capital Health

Capital Health chose Verge Health to help manage risk across the enterprise, from patient and employee safety, to organizational compliance and practitioner management.

CHALLENGE:

Like many health systems, Capital Health had historically relied on a homegrown database and multiple spreadsheets as the foundation for its risk management program. Information was time-consuming to collect and difficult to sort, and was prone to errors and missing data. Karen Buchko, Manager of Quality and Safety at Capital Health, needed a more advanced solution to make it easier to collect data points across the organization, and to identify, address and proactively manage risk across all facilities.

SOLUTION:

Over time, the relationship with Verge Health has grown implementing several Verge modules. The Safety Event module makes it easier for front-line staff to report events such as falls and disruptive patient behavior. The Accreditation module enables an enterprise-wide view of compliance, and is searchable by standards among multiple agencies. And the Peer Review module provides comprehensive, up-to-date peer information in a single place, eliminating the need for multiple individual review logs.

IMPACT

Capital Health now has full visibility into all levels of risk throughout the enterprise. Having a central location for all information makes it easier to do root cause analysis, which is essential for addressing issues quickly, and for creating proactive risk reduction strategies.

Results include:

- Easier to collect fall data required by Magnet
- Fewer rejected specimens
- Improved process for managing disruptive patients and workplace violence events
- Easier to identify events requiring state-mandated reporting
- Streamlined collection and assessment of indicators required for accreditation
- Increased protection of patient data

Buchko appreciates the Verge team's commitment to Capital Health's success. "Every single person that we work with at Verge will go out of their way to get things done."

capitalhealth

Client Information

Capital Health is a two-hospital system serving the central New Jersey area since 1998. Capital Health is a four-time Magnet-designated health system for nursing excellence, and serves as a Level II regional trauma center, comprehensive stroke center, regional perinatal center (including a Level III NICU), and emergency mental health-screening center

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"The data visualization dashboards give us the opportunity to identify our issues at a glance."

Karen Buchko
Manager of Quality and Safety
Capital Health