Research Hospital Improves Accuracy and Lowers Cost of Regulatory Reporting

Background

A well-established public university with a reputation as a world-leading center of health sciences research, patient care and education was spending far too much time and money delivering regulatory reports. While it may have been among the top health science schools in the world, the quality of reports was less than stellar.

The Challenge

The Federal Government requires hospitals to collect and submit data regarding the quality and effectiveness of the clinical care they provide, as well as information about all hospital-acquired infections. The university needed to regularly collect data from nurses and patients to meet regulatory requirements. Proper collection and reporting of the data would also enable them to easily determine if an internal goal of reducing the number of hospital-acquired infections was met.

Unfortunately, the use of paper-based surveys hindered the efficient, accurate collection of data. Medical personnel were less than thrilled to fill out the paperwork, and it was hard to easily track who had or had not completed a survey. Participation was therefore lower than what was acceptable. Results had to be transferred from paper into electronic form, a time-consuming, expensive and error-prone process. Because the university lacked personnel well versed on either Salesforce or cloud-integration technologies, outside experts were needed.

The Solution

The university first became acquainted with Software Next Door (SND) and its services when they needed top-notch Saleforce.com software development expertise. After demonstrating superior Salesforce acumen, it seemed a natural extension to involve SND again. Together, the university and SND designed a system to meet both business and regulatory requirements.

Results with Software Next Door

Nurses are now surveyed electronically via a web-based solution created using Ruby-on-Rails. Completed survey data is sent to the university's internal business intelligence and reporting system using MuleSoft's Enterprise Service Bus (ESB) technology.

Overall, the university has dramatically accelerated turnaround times, reduced reporting costs and improved report quality. Most significantly, the hospital can detect infection issues earlier than before leading to a far lower number of hospital-acquired infections. Specifically, the hospital has:

- Replaced paper-based surveys with electronic surveys. By removing transcription errors and increasing the participation rate, the university now has more accurate data from a broader set of participants.

- Integrated survey results with back-end business intelligence systems, allowing the university to spot trends not previously evident.