

# 5 Ways to Streamline Your Continuous Readiness Program

A SENTACT PUBLICATION

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# 1

# DEVELOP CONTENT

# The Importance of Content

## Creating a Library

Taking the time up front to create content is critical to a successful readiness program. By aggregating content across your enterprise, you will standardize your data and make more informed decisions.

Keys to Getting Started:

- ❑ **Consolidate & Streamline Surveys:** Using an application to streamline and store surveys will help improve efficiency and accuracy.
- ❑ **Standardize Questions:** Standardize questions across disciplines and tie questions to regulatory standards in order to gather relevant data.
- ❑ **Adaptation:** Adapt surveys to your workflow as well as your safety/compliance goals to eliminate unnecessary steps.

It is important for a healthcare organization to create processes and procedures to promote adoption and surveys to ensure compliance.

sentact Welcome, Lynn O'Donnell | Logout

Dashboard > Questions

# Question Database

Admin ▾  
Add Root Folder Inactive Questions

**Folder: EP1**

Leaders identify an individual(s) to manage risk, coordinate risk reduction activities in the physical environment, collect deficiency information, and disseminate summaries of actions and results.

**TJC Attributes**

MOS: No	Documentation: No
Criticality: 0	Category: A
PFA: IM, OS, PE, QI, Staffing	Top 10: No
CMS CoP: NA	FSA: Yes
	CMS Tag: NA

- ⊕ Clinical Tracers
- ⊕ Operations
- ⊕ Patient Satisfaction
- ⊖ TJC
  - ⊕ APR
  - ⊖ EC
    - ⊖ 01.01.01
      - ⊖ EP1
        - Who is the individual(s) responsible for managing risk in the physical environment and collecting and disseminating the deficiency information?
        - ⊕ EP2

**AUTOMATE THE PROCESS:** Using a tool with over 3,000 survey questions available to impact your quality, safety, and regulatory compliance can help you develop the necessary content.



ACCORDING TO THE JOINT COMMISSION THE WARNING VALUE FOR COMPLIANCE IS 95%.

# 2

## IMPLEMENT A METHODOLOGY

# Developing a Schedule

## Setting the Process

Healthcare organizations should develop a survey schedule that takes into account items such as:

- What expertise is needed to complete the survey?
- What level of employee is needed to drive change?
- What frequency satisfies regulatory standards and will meet the program goals?

By putting into place a schedule, an organization can

- Establish accountability for survey completion and accuracy.
- Save time by allowing surveyors to focus on other departments.
- Ensure compliance when all surveys are finished to completion.

# Survey - Perform

## 01 Scheduled Surveys

Survey	Department	Published Date	Due Date	Start
EOC - Safety Management	4 West	09-04-2015 12:00:00 am	09-04-2015 11:59:00 pm	
Inpatient Rounding	5 West	09-04-2015 12:00:00 am	09-10-2015 11:59:00 pm	
EOC - Safety Management	4 West	09-11-2015 12:00:00 am	09-11-2015 11:59:00 pm	

## 02 Saved Surveys

Survey	Department	Saved Date	Start	PDF	Delete
Inpatient Rounding	5 West	09/11/2015			
Outpatient Rounding	Cardiology	09/02/2015			

## 03 Available Surveys

**SURVEY DISTRIBUTION:** Using an automated tool to distribute surveys automatically and track overdue surveys can help improve operational efficiencies.



WITH OVER HUNDREDS OF ELEMENTS OF PERFORMANCE THAT NEED TO BE ADDRESSED, AN AUTOMATED TOOL IS A TREMENDOUS RESOURCE.



# 3

# PERFORM SURVEYS

# Automation

## The Performance of Surveys

Doing more with less is a consistent theme in the healthcare industry. That's why it's important to determine the most efficient way to distribute and perform the required surveys.

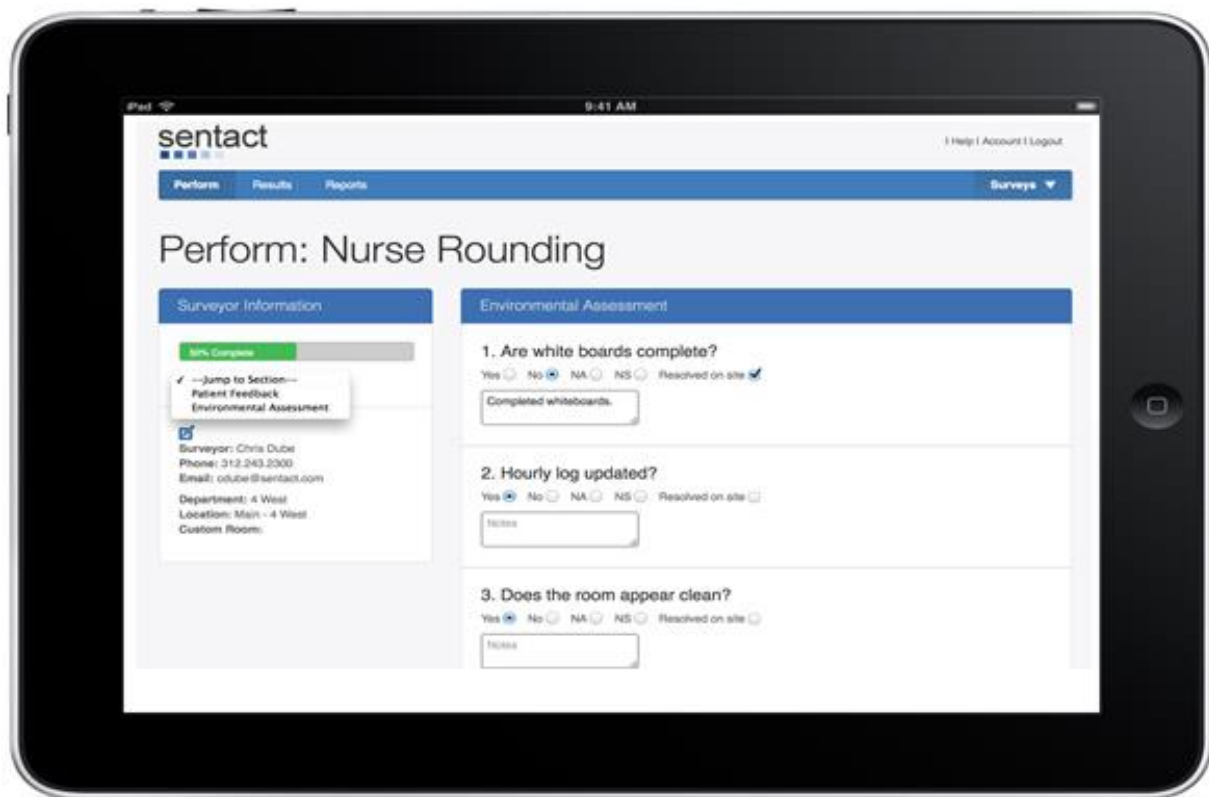
Methods of distribution:

- Automated Solution
- Shared Drive
- Email
- Educational Forum

Select the method that works best for your organization so that you can drive towards real-time data capture: thereby providing you with more accurate data.

Don't forget to be precise:

- Make the form easy
- Make the process efficient
- Create a natural flow to your surveys



**DRIVE ADOPTION:** Surveyors should be able to easily perform surveys, track, and save their progress and submit surveys with an efficient process.



THE PERCENTAGE OF SUCCESSFUL FOLLOW-UP ACTIONS TAKEN IN RESPONSE TO HAZARD SURVEILLANCE DEFICIENCIES MUST BE GREATER THAN 95% .

# 4

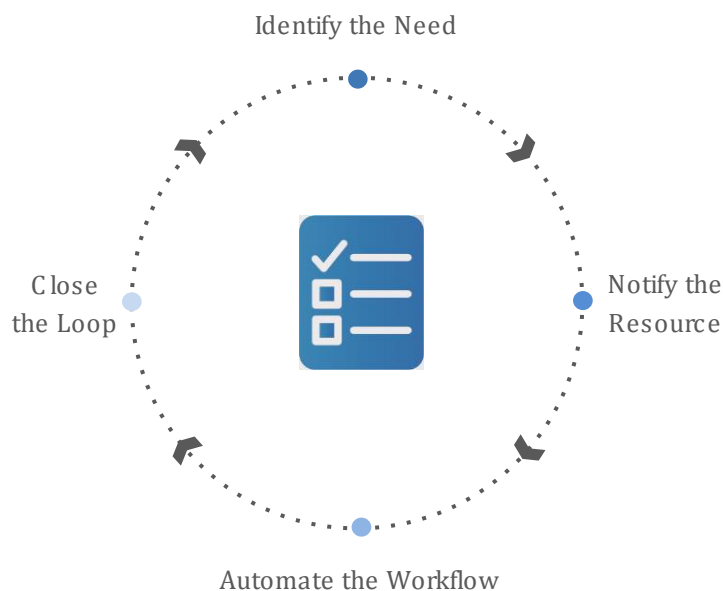
CREATE ACTION;  
CLOSE THE LOOP

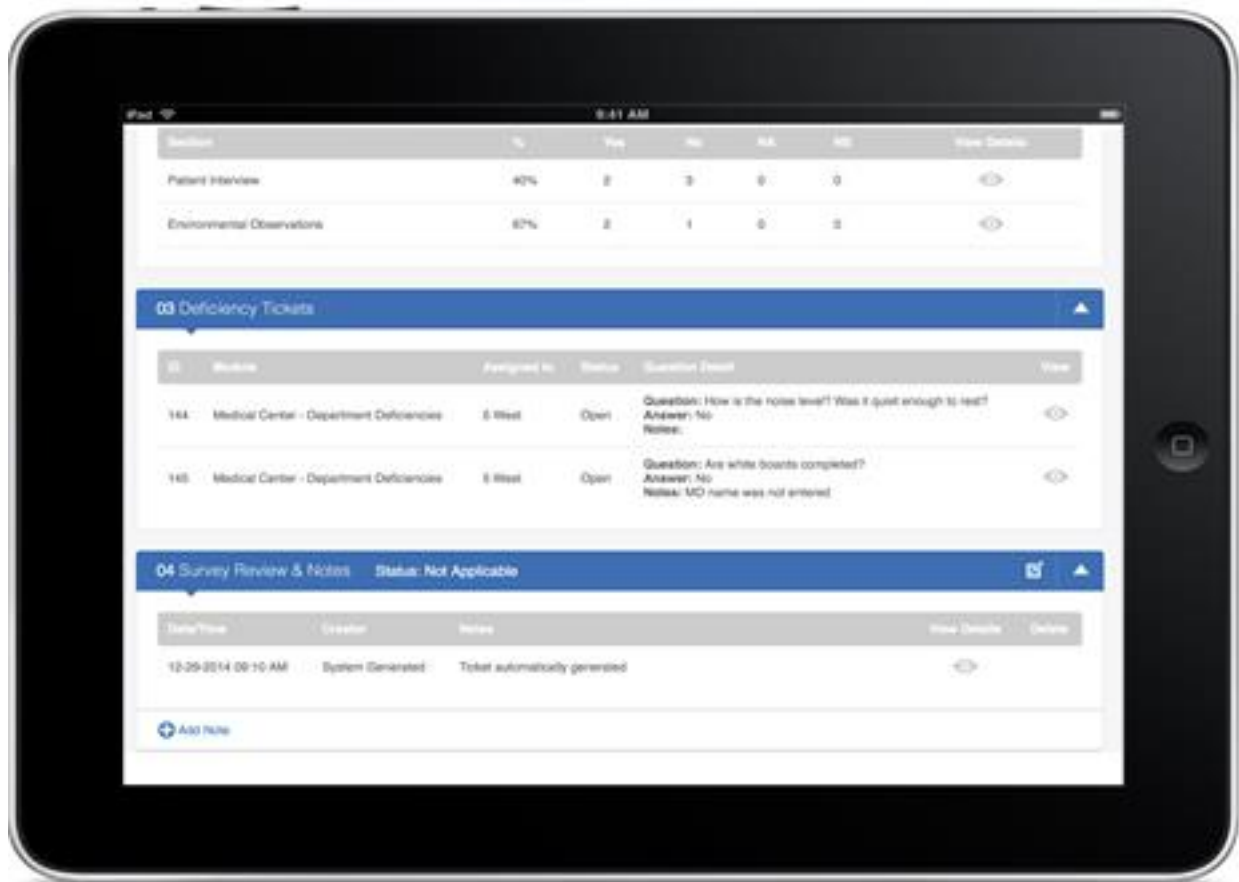
# Drive Accountability

## Finishing the Steps

With any inspection or rounding, you are bound to identify issues. These issues need to be addressed quickly and efficiently. It can be challenging to track issues/deficiencies via text message, phone calls, or shoulder taps as these often get overlooked in being documented and valuable data gets lost.

Creating action and ensuring a closed loop process drives accountability in the follow-up process.





**ROUTING IS KEY:** Automate the process even further by routing deficiencies in the appropriate department and assign to that unit for final resolution.



DRAMATICALLY SHRINK THE AMOUNT OF TIME AN ISSUE REMAINS OPEN WITH AUTOMATIC DISPATCHING OF DEFICIENCIES.

# 5

# MEASURE PERFORMANCE

# Standardize the Data

## Ensuring Optimal Results

Access to the data is critical. Not only does one have the data at your fingertips in the event of an audit but it allows managers to communicate and manage your organizational focus.

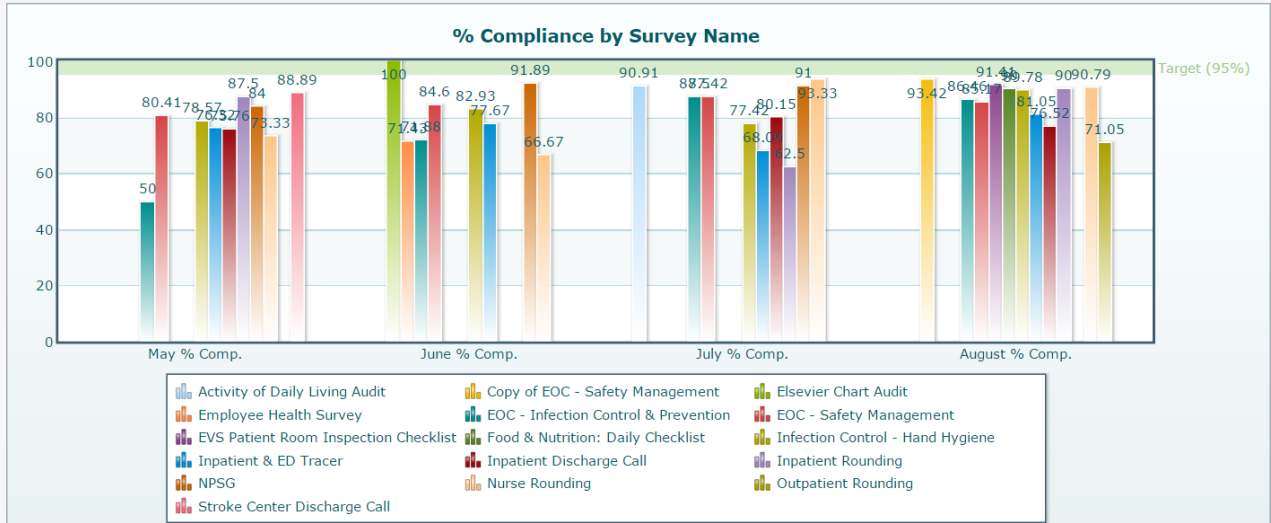
What are some of the results:

- Determine program effectiveness
- Identify departments where corrective action is needed
- Adapt content, schedule etc.,
- Target, Target, Target

Improve your organizations overall satisfaction, as well as compliance by being able to target trouble areas.



# Survey - Report Results



**ANALYTICS:** Data from all of the rounds, surveys, audits, inspections across an enterprise should be consolidated into one business intelligence tool for comprehensive analytics.



SENTACT CAN HELP YOUR ORGANIZATION WITH ALL OF THE EFFORT AS WELL AS THE RESULTS. FROM CREATION THROUGH MEASUREMENT WE ARE HERE TO SUPPORT YOUR HEALTHCARE ORGANIZATION.

# SENTACT

The Sentact team includes healthcare leaders, developers, and process experts experience in healthcare operations and technology. Our fully integrated, cloud-based platform is the backbone of healthcare operations and creates a single point of contact for your Safety & Compliance, Support Services, and Patient Experience needs.



## Support Services

Coordinate staff, assets, and supplies to automate the logistics of care in real-time.



## Patient Experience

Embrace the patient voice, respond to their needs, and continuously improve their experience using our Patient Experience Solution.



## Safety & Compliance

Improve the quality of care and patient satisfaction by targeting, identifying, and tracking issues to proactively resolve them.

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