



□ Audit and Management Compliance Solution Business Case

Comprehensive solution for managing enterprise protocol/standard usage, evolving best practices in the field, improving audit and inspection team performance, enabling safety collaboration, illuminating critical risk and safety trends, and capturing and sharing performance metrics.

Customer Profile

The Veterans Hospital Administration (VHA) serves the needs of America's veterans by providing primary care, specialized care, and related medical and social support services.

Business Situation

The VA-CEOSH in St. Louis, MO wanted to enhance its ability to make quality improvements in safety and develop a consistent protocol for competent inspections anywhere within the VHA system

Solution

Worked with the VHA to develop the Safety Automated Facility Evaluation (SAFE) application to provide a comprehensive and standardized application to help ensure consistent facility audit outcomes enterprise wide.

Benefits

- Quality improvements in safety, a consistent protocol for competent inspections enterprise-wide, and a survey process understood by everyone involved in an inspection.
- Automation of the paperwork for safety inspections at approximately 600 VHA facilities, including medical centers, outpatient clinics, nursing facilities and cemeteries.
- Generation of reports and related documents with accompanying follow-up actions to ensure that appropriate abatement actions are taken.
- Reduction of manual entry errors, streamlined reporting and improved collaboration.