

# EVASYS HEALTHCARE

EFFICIENT QUALITY MANAGEMENT  
IN THE HEALTH CARE SECTOR



**“Because of the wide distribution of EvaSys in the hospital sector as well, we could trust in the capability of the system when we introduced it.”**

Dr. Georg Wolf, Quality manager,  
Krankenhaus der Barmherzigen Brüder Wien



## **EvaSys Healthcare**

### **Efficient quality management in the health care sector**

Especially in the health care sector, quality is a key to success. Patient surveys provide the basis for patient satisfaction and quality in the health care sector. In order to assess the quality standard of a hospital or a chain of clinics, regular information from patients is very valuable and required by QM guidelines. However, surveys of patients, employees or referring physicians often require a lot of organizational effort. To strengthen the competitive capacity and market position of single institutions, a professional quality management is also of high importance.

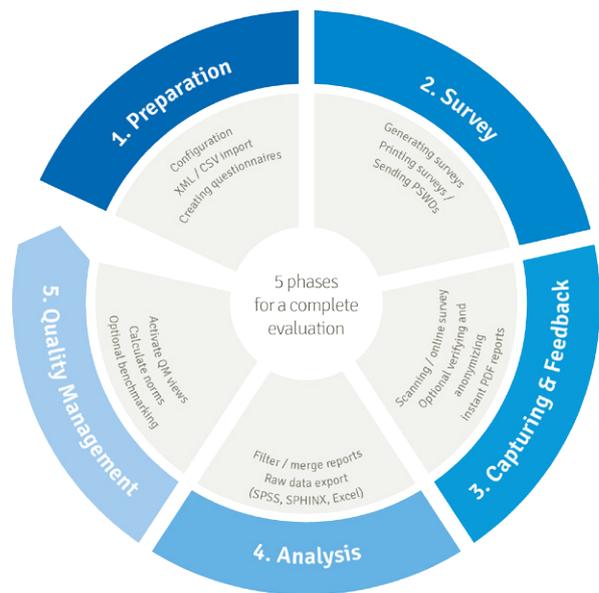
With the cross-media survey software EvaSys Healthcare, we offer a solution specifically catered to the requirements of hospitals and chains of clinics in order to facilitate the optimization of internal processes within a clinic. EvaSys Healthcare is suitable for every survey application in a hospital and can for example be utilized for patient surveys, training and further education evaluation or referred physicians surveys. Because of regular surveys, improvement areas can be identified to further improve quality.

EvaSys Healthcare supports you in all phases of your survey project. You can design individual questionnaires in a few steps with our questionnaire editor. The survey itself can be conducted as a classic paper-based survey, online survey (for example at a survey kiosk) or combined as a hybrid survey. Due to the different participation possibilities, the acceptance and coverage of your patients increases considerably. Immediately after capturing the data you automatically receive a detailed PDF-report of your results and can carry out further analyses for quality management with the raw data as a basis.



## The phase model

A survey usually passes through three phases (creation, distribution and evaluation). For survey projects in the health care sector a detailed process in a 5-phases-model is suitable, which begins with mapping your organizational structure in EvaSys, continues with the creation of questionnaires and conduction of the surveys and ends with the further processing of the results. EvaSys Healthcare offers countless possibilities of representing the whole process of a survey.



## Tool box – Flexible possibilities

As manifold as the philosophies and organizational structures in which EvaSys is employed worldwide are, as flexible is the system. The base installation already possesses all necessary tools and possibilities for configuration in order to guarantee a successful system introduction, a high acceptance and thus the further development of a feedback culture.

EvaSys Healthcare is constructed according to the tool box principle, in order to allow the ideal representation of your own processes in the software. As such, you can map your own organizational structure in EvaSys on three levels: subunits (wards, medical departments, competency centers, institutes etc.), users (quality management officers etc.) with various rights and roles as well as topics (for example referring physicians survey, employee survey, patient survey). With the central use of EvaSys, the survey is coordinated via a central point, which is responsible for the survey. Additionally to this central survey, single users can optionally receive the right to create and conduct own questionnaires and surveys (so-called active accounts).

## VividForms Designer

Besides the VividForms Editor, the integrated questionnaire editor in EvaSys Healthcare, the VividForms Designer is available as a supplemental add-on for questionnaires with a more sophisticated design. You select the corporate design and document template, create the layout structure and define your questionnaire via drag & drop with the help of ready-made building blocks. Individually designed questionnaires are well received by patients. This not only leads to a higher acceptance, but also to a higher response rate and thus to meaningful survey results. With the VividForms Designer your creativity has no limits. Whether portrait or landscape format, questionnaires as a folding flyer or in DIN A3 format: thanks to the manifold possibilities your questionnaires are considerably enhanced. A special highlight for online surveys is the display in HTML5 format, where your online survey is displayed like a paper-based survey.



Online survey in the style of a paper questionnaire

# EvaSys Healthcare



QUALITY MANAGEMENT OFFICER

- 1 Preparation**
- Configuration
  - XML-/ CSV-Import
  - Create questionnaire



SURVEY PARTICIPANTS

## » Automated batch events

Generate and manage any number of surveys with a few clicks

- 2 Survey**
- Generate and produce survey
  - Send out PSWDs



## » Insert paper, scan - done!

The questionnaires are scanned and automatically transferred to the server for evaluation

- 3 Capturing**
- Scan questionnaire / online survey
  - Optional verification
  - Instant PDF-report



- 4 Analysis**
- Report of results and export of raw data
  - SPSS, Excel



- 5 Quality management**
- QM views
  - Calculate standardization
  - Benchmarking



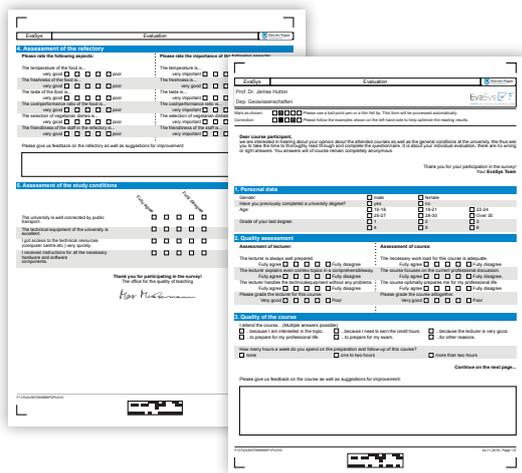
IT-ADMINISTRATOR



## Phase 1: Preparation

### Mapping the internal structure and creating questionnaires

The first phase of a survey with EvaSys starts with mapping the internal organizational and survey structure. This process can be done manually, with help of the import function for structural (wards, medical departments, clinics, competency centers, institutes etc.), subsidiaries, departments etc.) and participant data (for example patients, residents, referring physicians etc.) or via an integrated interface. Survey periods indicate whether the survey is conducted singularly or recurringly. Various user roles are available in EvaSys to delegate tasks and allocate responsibility. Human resources can thus be employed in an optimal way. EvaSys can be used centrally as well as decentrally.



Design individual questionnaires in no time at all with the integrated questionnaire editor. The web-based application enables work away from your desk. The layout of the questionnaire is automatically generated and guarantees an optimal scanner readability or rather an optimal display of online surveys. The questions (for example scaled questions, single or multiple choice questions, open questions, segmented open question) are applied conveniently using an assistant. A generically designed questionnaire can be automatically populated with structural data present in the system and individually personalized with miscellaneous data (for example name of ward, site, date etc.) for any number of surveys. Recurring and validated questions can be administered in the integrated question library. Created questionnaires are immediately ready for use as paper-based, online or hybrid surveys. It is not necessary to manually adapt a questionnaire with regard to the survey medium.

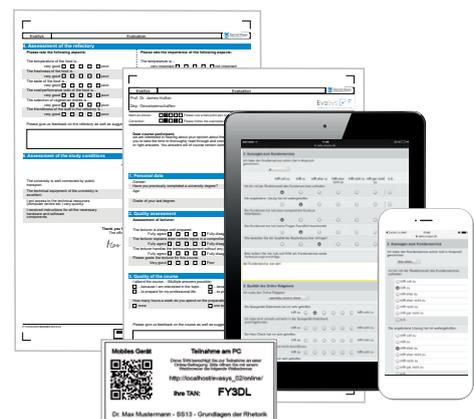


## Phase 2: Survey

### Conduct paper-based, online and hybrid surveys

After preparation and the creation of a questionnaire, the surveys is distributed and conducted. For this, only a few steps are necessary, no matter whether hundreds or thousands of surveys will be conducted. For paper-based surveys, questionnaires are generated as a PDF-file, printed and then distributed to patients, employees or other survey participants. The direct distribution of questionnaires results in a high acceptance and thus leads to higher return rates as well as meaningful results. Due to printed bar codes on paper questionnaires, the surveys are clearly assigned. Botherome sorting before scanning becomes obsolete.

Creating online surveys is just as easy, for example to offer a general survey on the website of the hospital or survey patients after they are discharged. Online surveys can be conducted anonymously or non-anonymously. With the time control, online surveys are especially convenient to conduct: From starting the survey to a reminder e-mail to closing the survey - everything runs automatically. Access to online surveys is also possible via a QR-code. You can download it directly from EvaSys and print it on flyers or posters, to position the survey at a prominent place in the clinic. For participants with visual impairments online surveys are a good alternative. Thanks to the certification according to WCAG2.0AA, the survey is fully accessible. Multilingual surveys can also be conducted with EvaSys in order to reach patients of all nationalities. After the end of the online survey, results are available to you immediately. With a QR-code applied to the paper questionnaire, feedbacks that were handed in online can also be allocated to the survey. For this so-called hybrid survey, duplicate responses are recognized and excluded by the system. Of course, the participation via mobile devices such as tablets or smart phones is also possible. Questionnaires are automatically adapted to the available resolution in the process.

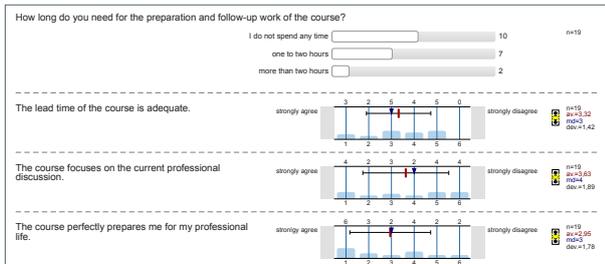




## Phase 3: Capturing

### Scanning of questionnaires and capturing of the online survey

For the evaluation of the survey, EvaSys Healthcare offers a cross-media automation of the data capturing. The completed paper questionnaires are captured with a scanner. Thanks to the modern reading technology, questionnaire pages are automatically allocated to the right survey. Faulty questionnaires, which were damaged during printing, during the survey or during scanning can also be read with little effort. Answers to open questions are made available as image sections and can optionally be anonymized via an entry mask. Moreover, you have the possibility to divide open questions into categories in order to better evaluate them and group answers similar in content.



Extract from a PDF-report

Data from online surveys is available for evaluation directly after entry into the system. Immediately after the capturing of questionnaires or after the sending of online surveys, the evaluation is available as a PDF- or HTML-report. The PDF-report contains a clear and graphic representation of the results. This includes histograms, profile lines, summarizing indicators or quality guidelines in the form of traffic light illustrations. Comparisons with norm data are clearly represented as profile lines. Adapted PDF-reports can be automatically sent to ward managers, quality management officers etc. Quick feedback allows a fast implementation of measures.

**“With EvaSys, clinics have the results of patient surveys promptly at hand, can monitor trends in time and react immediately if necessary.”**

Martina Bold, Quality manager, Vitos GmbH



## Phase 4: Analysis

### Create further evaluations and reports

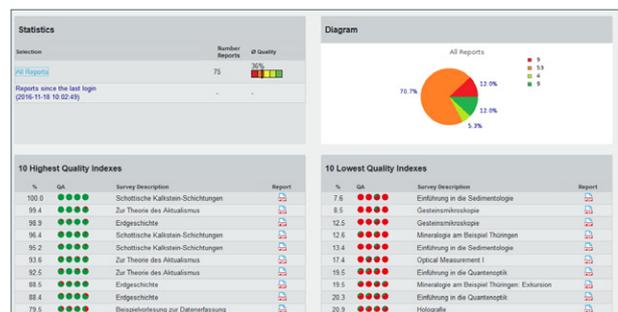
EvaSys Healthcare enables you to comprehensively evaluate the collected data. For the analysis of results there are amongst other things profile lines for an improved depiction of the survey behavior of participants, dual scales for the evaluation of quality and importance, time comparisons, benchmarking, subgroup reports, cross tabulations and many more functions available to you. Furthermore, it is possible to export the raw data. With evaluation and statistics programs such as Excel or SPSS you can then conduct further analyses.



## Phase 5: Quality management

### Overview and transparency with quality management views

With the aid of the EvaSys quality guidelines it can be monitored whether performances conform to a specified minimum quality. This way, the quality management officer can directly identify problematic responses within a multitude of single surveys. Access control permits the definition of flexible access authorizations to quality overviews. Integrated, flexibly definable e-mail functions moreover offer the prompt distribution of QM-reports on the basis of which measures can be defined. This way, regular quality overviews in the form of a PDF-report can be sent to selected recipients. If minimum quality standards are not met, automatic notifications can optionally be sent to the responsible people. Department managers or project officers have the possibility to provide notes about a survey and as such release a personal statement (for example in the case of inferior results due to technical problems).



QM views in EvaSys



## Conclusion

EvaSys Healthcare is a powerful survey software that can be utilized for various survey projects and integrated optimally into the existing IT and process landscape. The software is ideally suitable for the automated and professional conduction of survey projects within the topic of quality management in the health care sector and permits quick evaluations as well as prompt feedback. The benefits at a glance:

- Paper-based, online and hybrid surveys
- Catering to the specific requirements of hospitals
- Individual and innovative questionnaire design
- Optimized display of online surveys for tablets and smart phones
- Web-based complete solution for the whole organization
- Integration via web service interface into other applications
- Data import from human resource management systems and KIS (CSV, XML)

## Applications

### One solution for various applications

Regardless whether license or rental model, extensive project or single survey: EvaSys is flexible and versatile and is utilized in various industries. We offer the right solution for all applications. For example for the following areas:

- Patient surveys
- Referring physicians surveys
- Center surveys
- Employee surveys
- Surveys about value-added services for private patients
- Fall protocols
- Feedback in the field of press and public relations
- Supplier surveys
- Rehabilitation surveys
- Resident surveys
- And many more

## Convinced!

### How do I get in touch?

Talk to our employees about your specific ideas and requirements and clarify all questions about our products. We are happy to advise you at a personal meeting and compile a non-binding offer for you! Find the right solution for your application with us and contact us. We are looking forward to hearing from you!

#### VSL Kft.

2000 Szentendre  
Pitypang utca 6  
Hungary  
Telephone: 0036 21 202 7043  
Telefax: 0036 21 202 7043  
✉ info@vsl.hu  
🌐 www.vsl.hu

**VSL Kft.**

2000 Szentendre

Pitypang utca 6

Hungary

Telephone: 0036 21 202 7043

Telefax: 0036 21 202 7043

✉ [info@vsl.hu](mailto:info@vsl.hu)

🌐 [www.vsl.hu](http://www.vsl.hu)

Publisher:

Electric Paper Evaluationssysteme GmbH, Konrad-Zuse-Allee 13, 21337 Lüneburg, Germany

Telephone: +49 4131 73 60 0, Telefax: +49 4131 73 60 60, [www.evasys.de](http://www.evasys.de)

© 2016 by Electric Paper Evaluationssysteme GmbH. All rights reserved. The contents of this brochure were compiled with the utmost care. However, the supplier does not take responsibility for the correctness, completeness, and currentness of the provided contents