



The UPMC Health System maintains a culture of safety by performing internal mock surveys at its 35 hospitals in Pennsylvania, New York and Maryland. To do this consistently, they have adopted Joint Commission Resources' Tracers with AMP® Mock Survey module. This tool allows users to collect and enter mock survey findings and create robust reports that help users determine trends and risk points across a system.

UPMC's system accreditation team had a historically strong internal mock survey process that required manual compilation to collect and report data. The process involved typing up the findings and manually plotting them on the *SAFER*® Matrix for the site at which the mock survey was conducted, as well as compiling the findings to analyze trends across the health system. In 2019, UPMC acquired JCR's *Tracers with AMP*® Mock Survey module as a more consistent and less time-consuming way to record and analyze the data the health system collects.

Since the adoption of the Mock Survey module in late 2019, UPMC has conducted internal mock surveys in approximately 20 of their hospitals. Every year, the system accreditation team conducts a data recap looking at their top requirements for improvement across the system. In addition, the team runs a report that includes all mock survey findings and now has the ability to compare those findings.

Other benefits of the Mock Survey module include:

- Concise and consistent reports across the system for easier comparison
- Use of the same language in policies and tracers at all hospitals in the system
- Ability of the team to identify issues that may be problematic systemwide



“The software makes it so much easier to compare and review data and analytics – much better than a spreadsheet.”