
TEAMSTEPPS

Data Analyst Findings

TIME FRAME: 1Q 2019 – 3Q 2019

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BACKGROUND: TeamSTEPPS (Team Strategies & Tools to Enhance Performance and Patient Safety) is an evidence based program that helps healthcare professionals to improve their performance and enable them to take better care of their patients. In the beginning of 2019, Phelps Hospital participated in a hospital wide training for all healthcare professionals to adopt the strategies presented in TeamSTEPPS.

MEASUREMENT OF SUCCESS: We determined to track the following key Press Ganey questions that focus on effective communication in - Inpatient, Behavioral Health, ED, Ambulatory, Oncology and Outpatient Services:

- *Nursing Domain*
- *Response to concerns/complaints*
- *Degree to which the hospital staff worked together as a team*

DOCUMENT OBJECTIVE: The following pages reflect graphs for 2019 for the above questions for all areas where nurses are present. The data is presented in either a monthly or quarterly timeframe.

DOCUMENT SUMMARY:

PG QUESTION	POSITIVE TREND
<i>Nursing Communication</i>	4/6 AREAS
<i>Response to concerns/complaints</i>	4/5 AREAS
<i>Degree to which the hospital staff worked together as a team</i>	4/6 AREAS

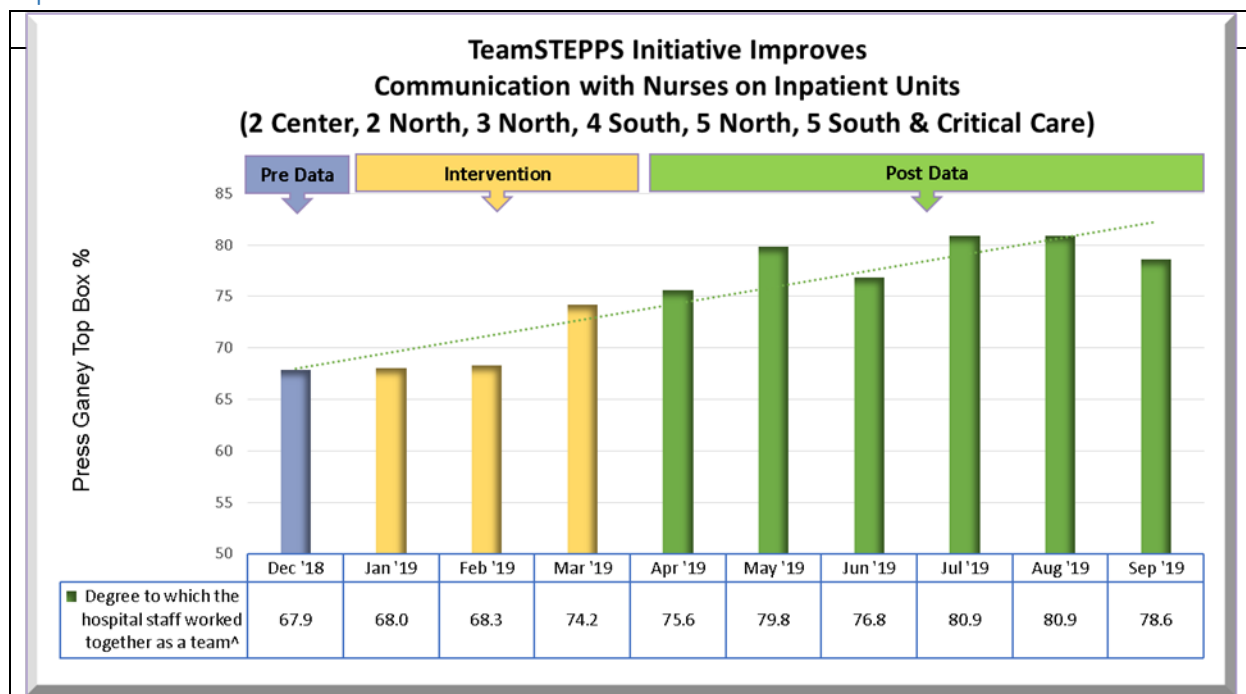
NEXT STEPS: Review and analyze all graphs with your unit.

- ✓ Note positive trends where the TeamSTEPPS program had a favorable impact on the patient experience.
- ✓ Identify opportunities for specific areas of improvement. Keep in mind it usually takes 6 months for new processes to be hard wired. Brainstorm on strategies for improvement.
- ✓ Update all graphs after Feb 15, 2020 to evaluate the rest of 2019.

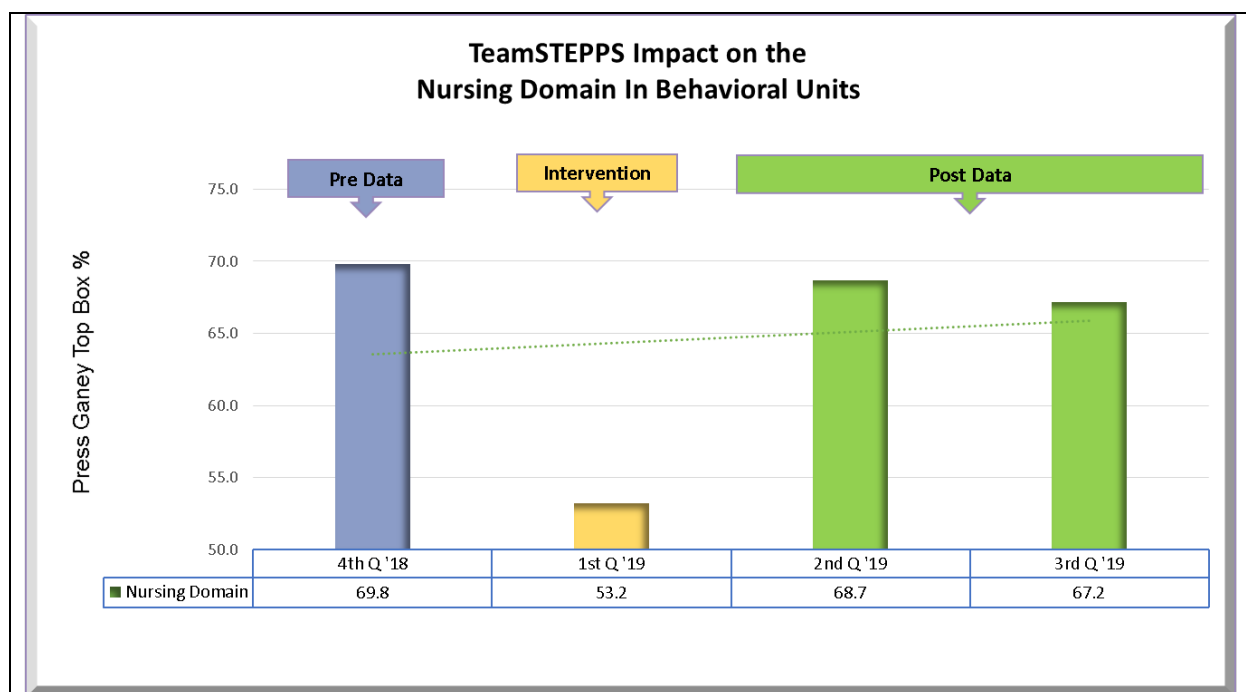
Inpatient Units:



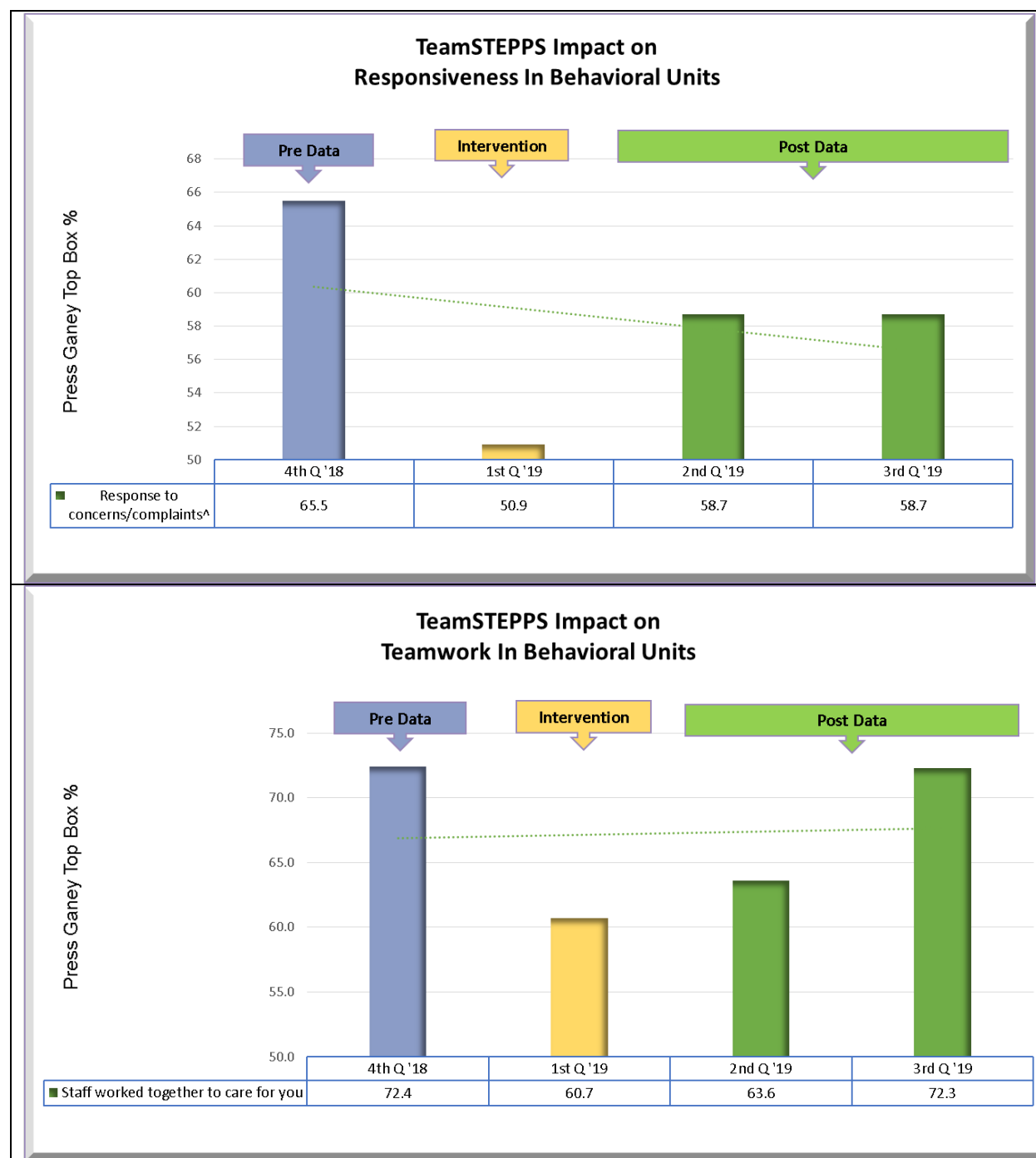
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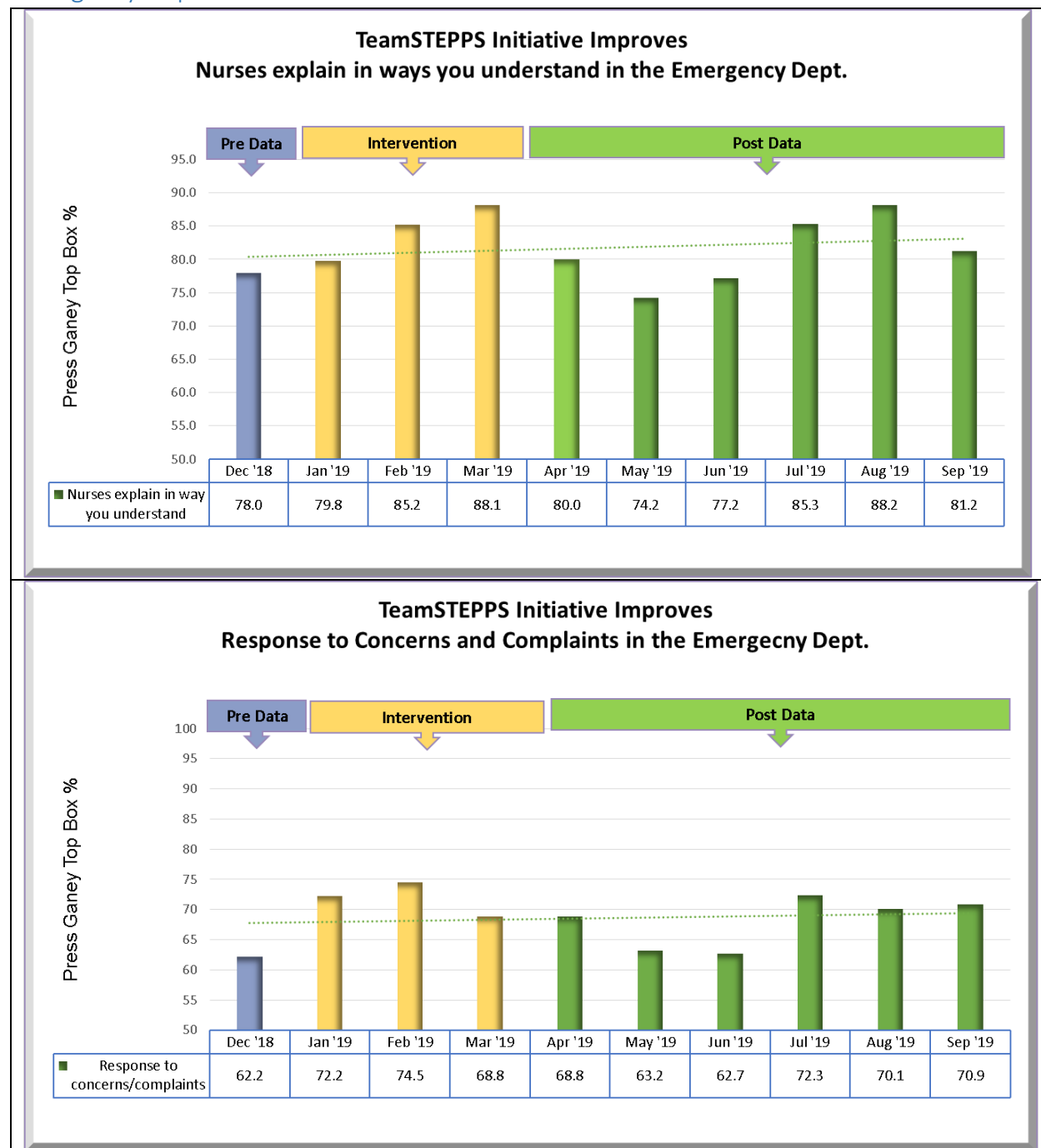
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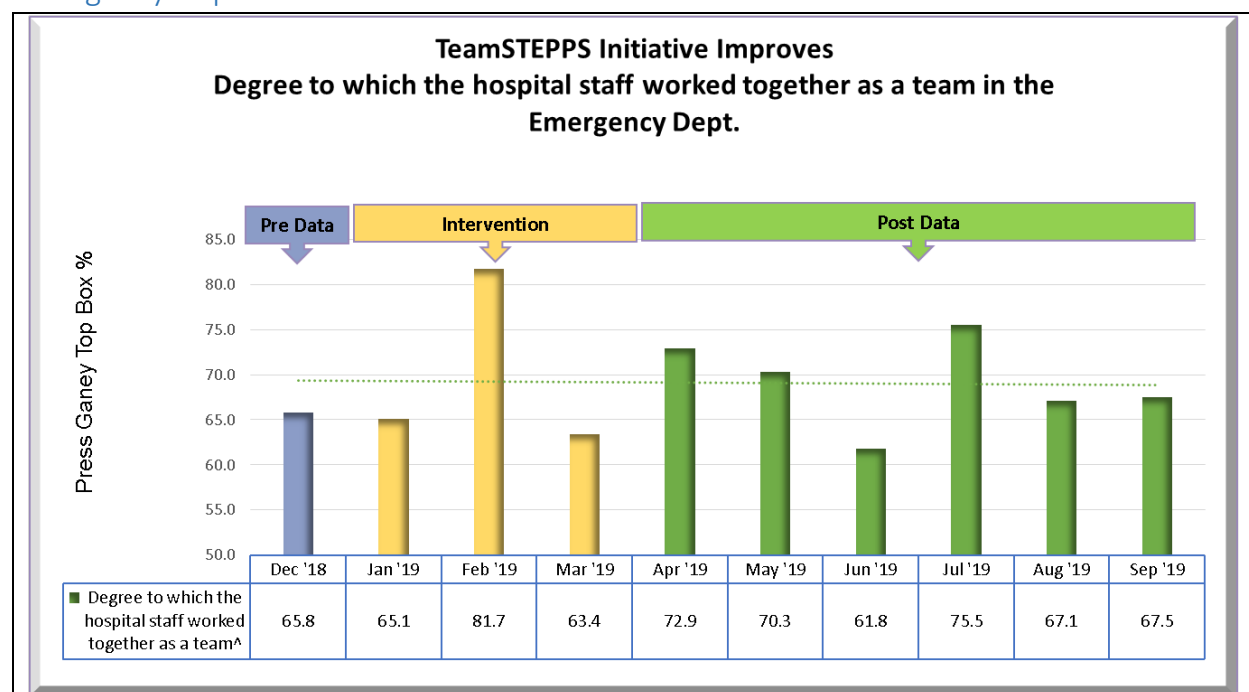
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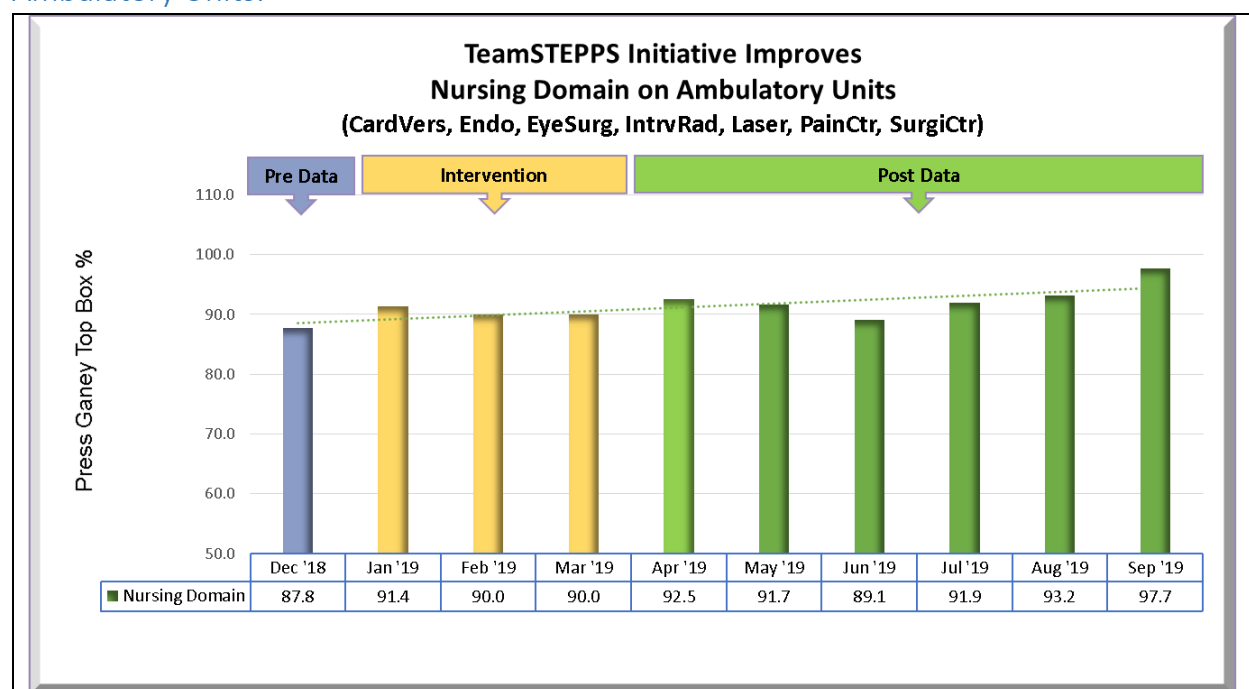
Emergency Department:



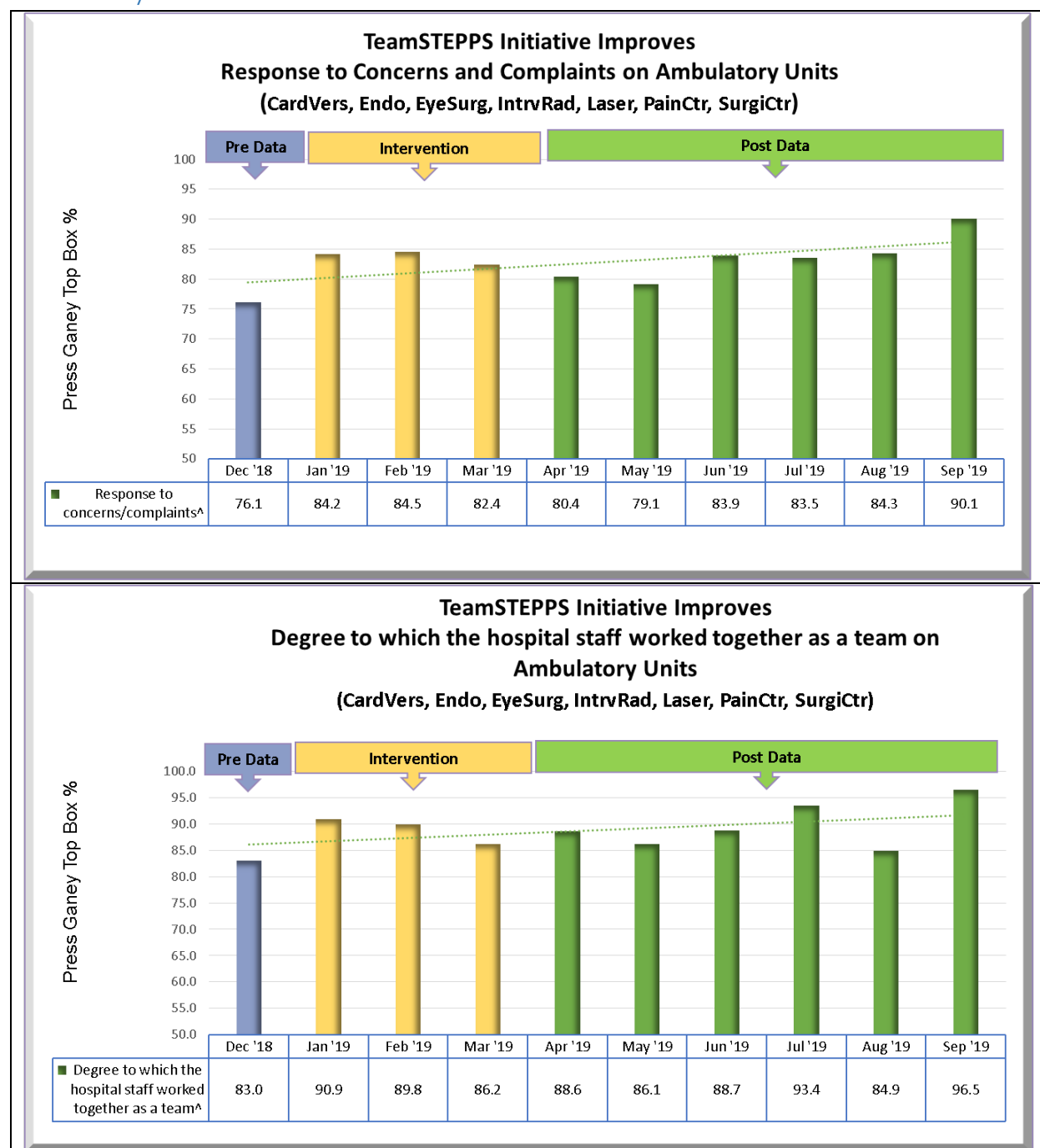
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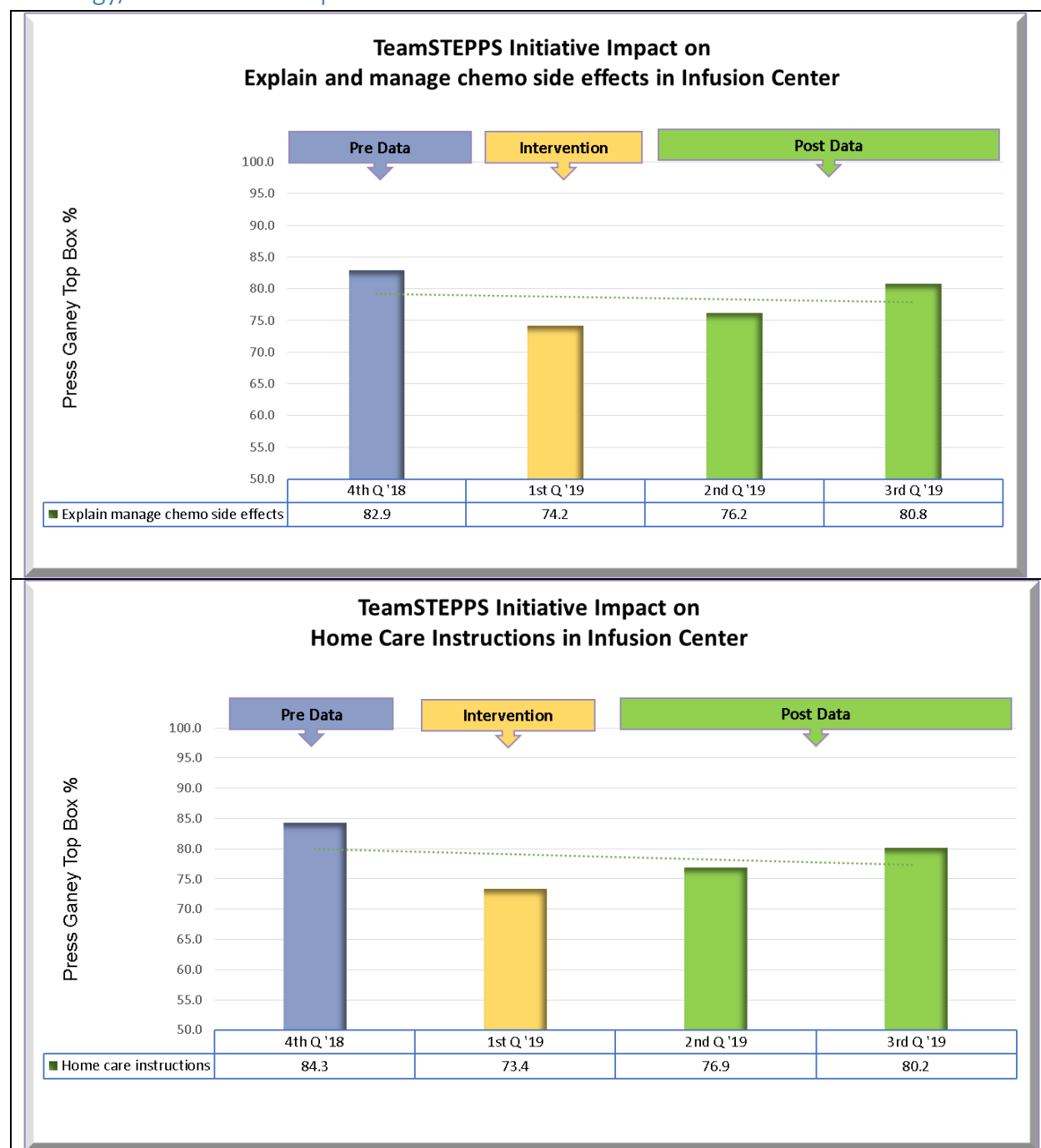
Ambulatory Units:



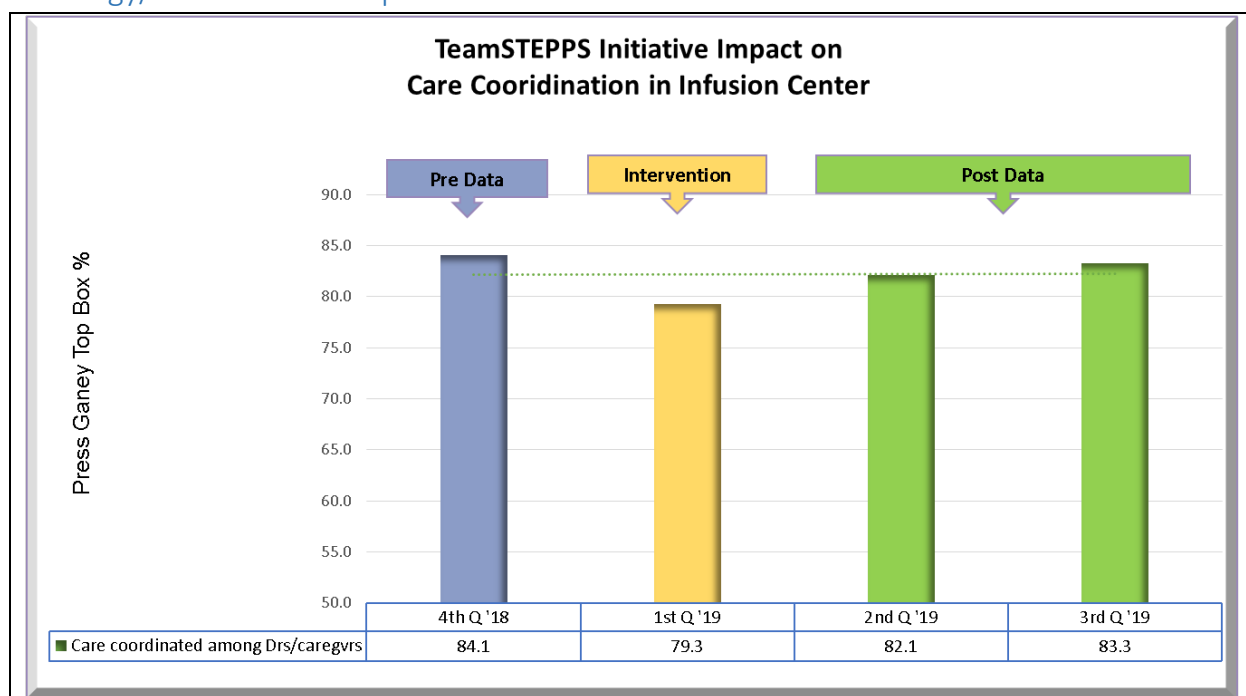
Ambulatory Units:



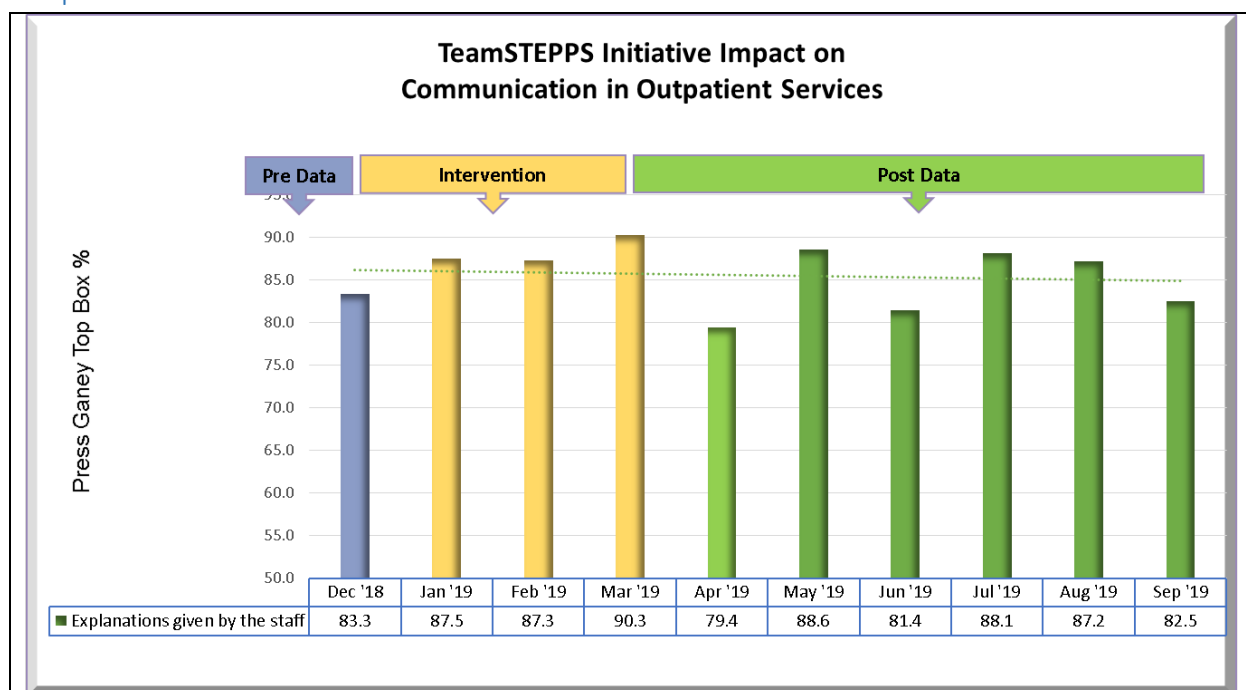
Oncology/Infusions at Phelps:



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Outpatient Services:



Outpatient Services:

