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# TEAMSTEPPS

## Data Analyst Findings

TIME FRAME: 1Q 2019 – 1Q 2020

Kathy Calabro

[kcalabro@northwell.edu](mailto:kcalabro@northwell.edu)

914-366-3508

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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 -1<sup>st</sup> q 2020 for the above questions for all areas where nurses are present. The data is presented in either a monthly or quarterly timeframe.

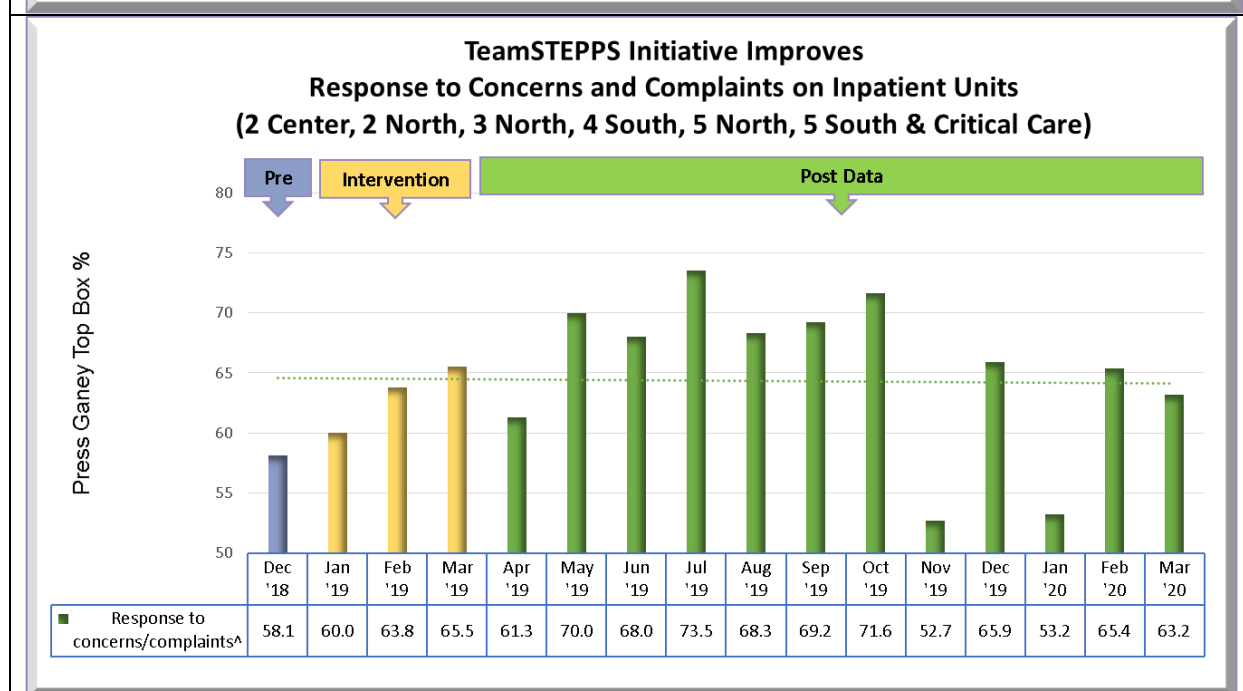
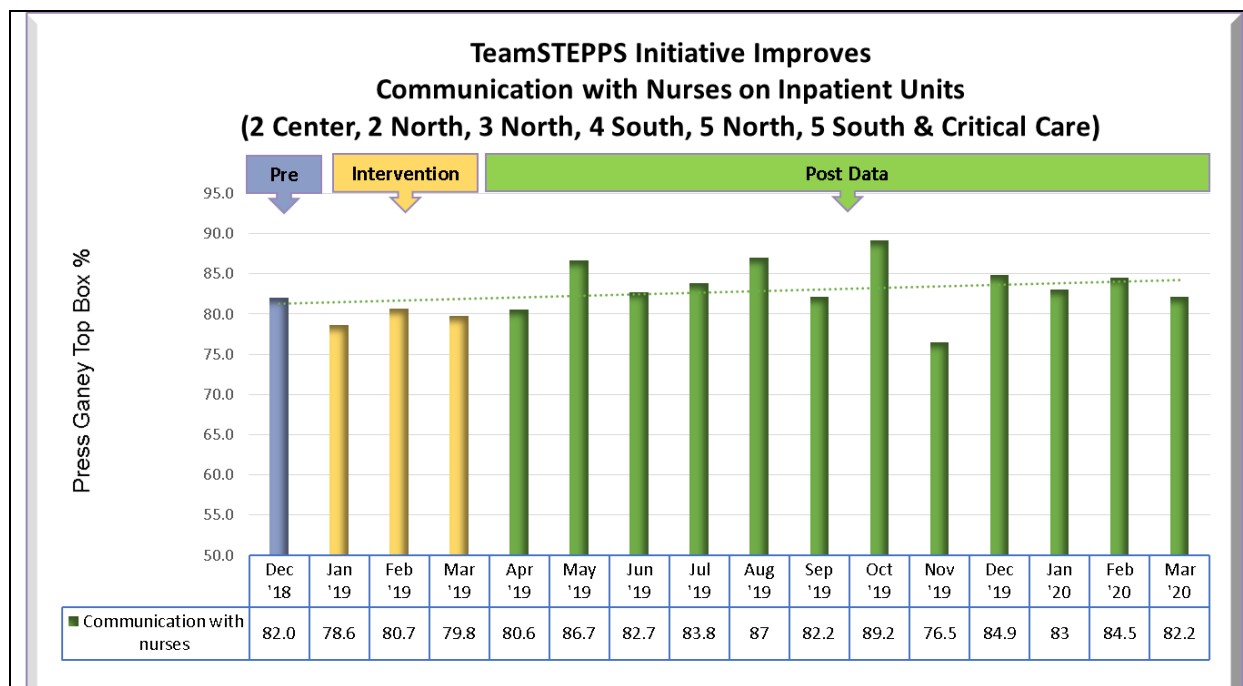
### DOCUMENT SUMMARY:

PG QUESTION	POSITIVE TREND
<i>Nursing Communication</i>	2/5 AREAS
<i>Response to concerns/complaints</i>	2/5 AREAS
<i>Degree to which the hospital staff worked together as a team</i>	4/6 AREAS

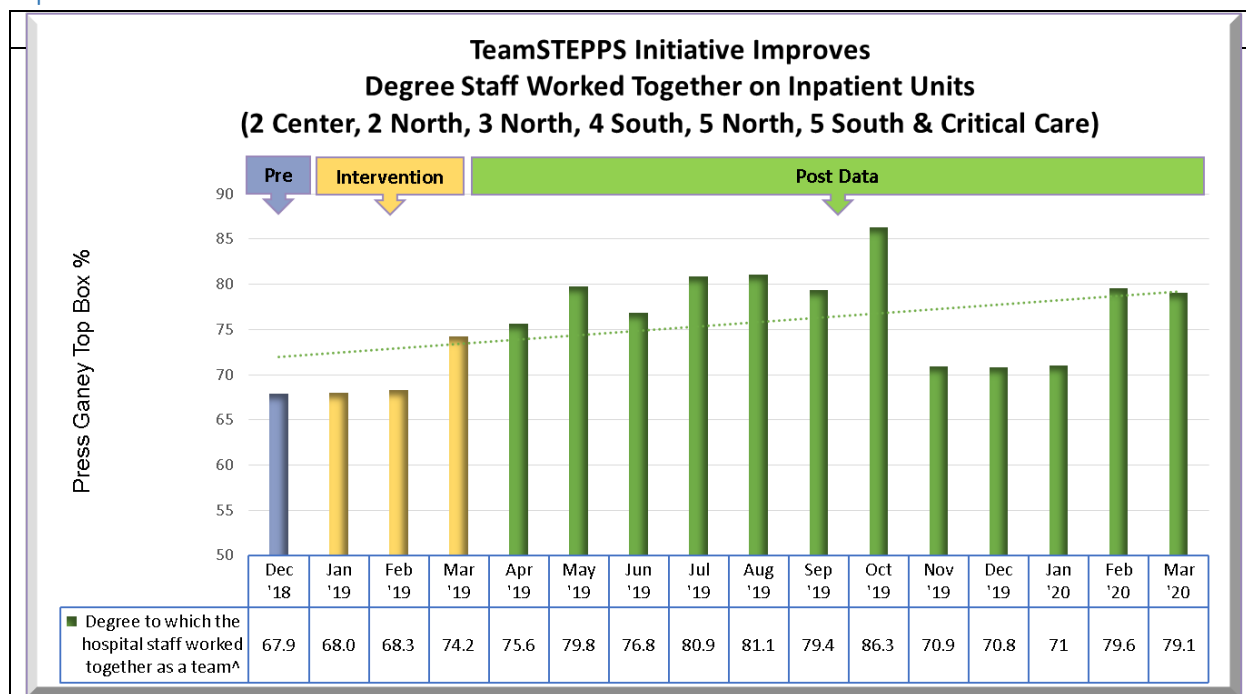
**NEXT STEPS:** Review and analyze all graphs with your unit.

- ✓ 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.

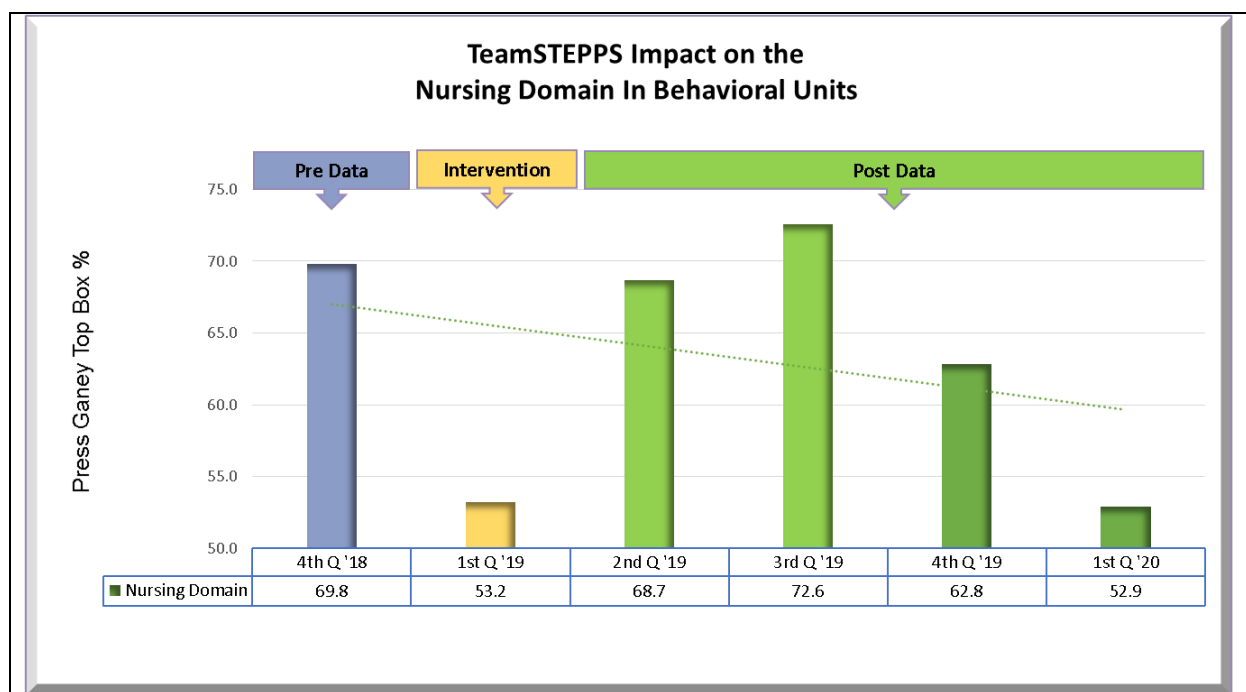
## Inpatient Units:



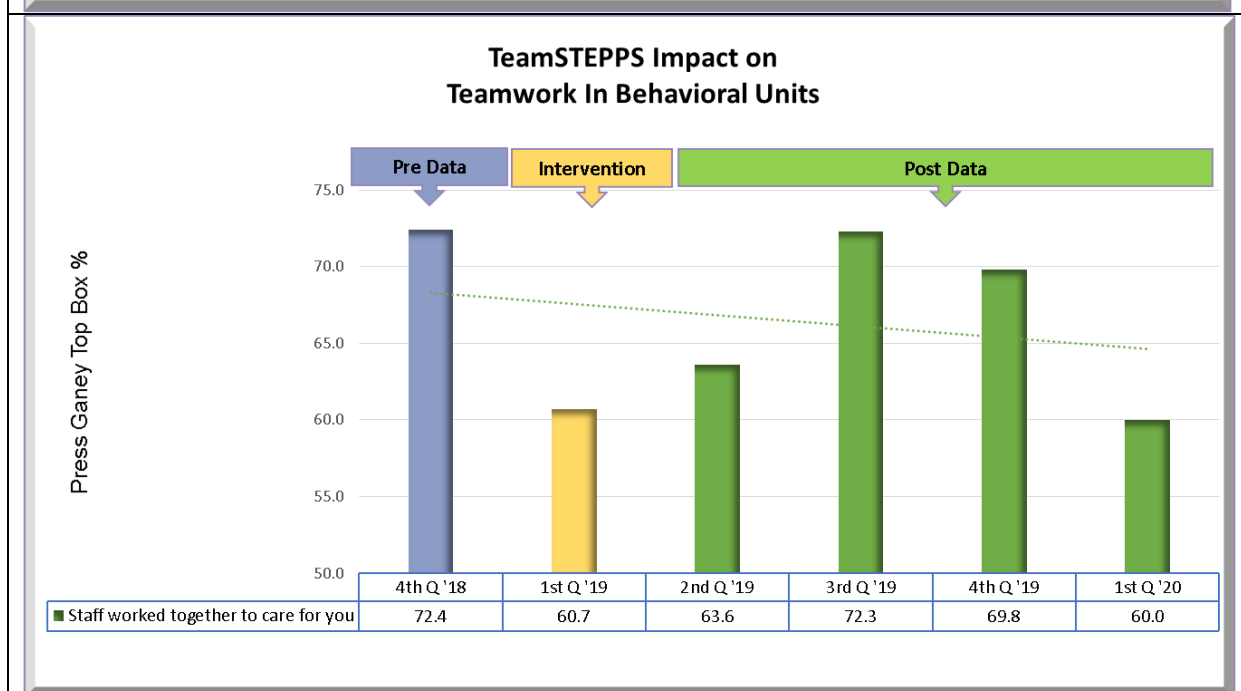
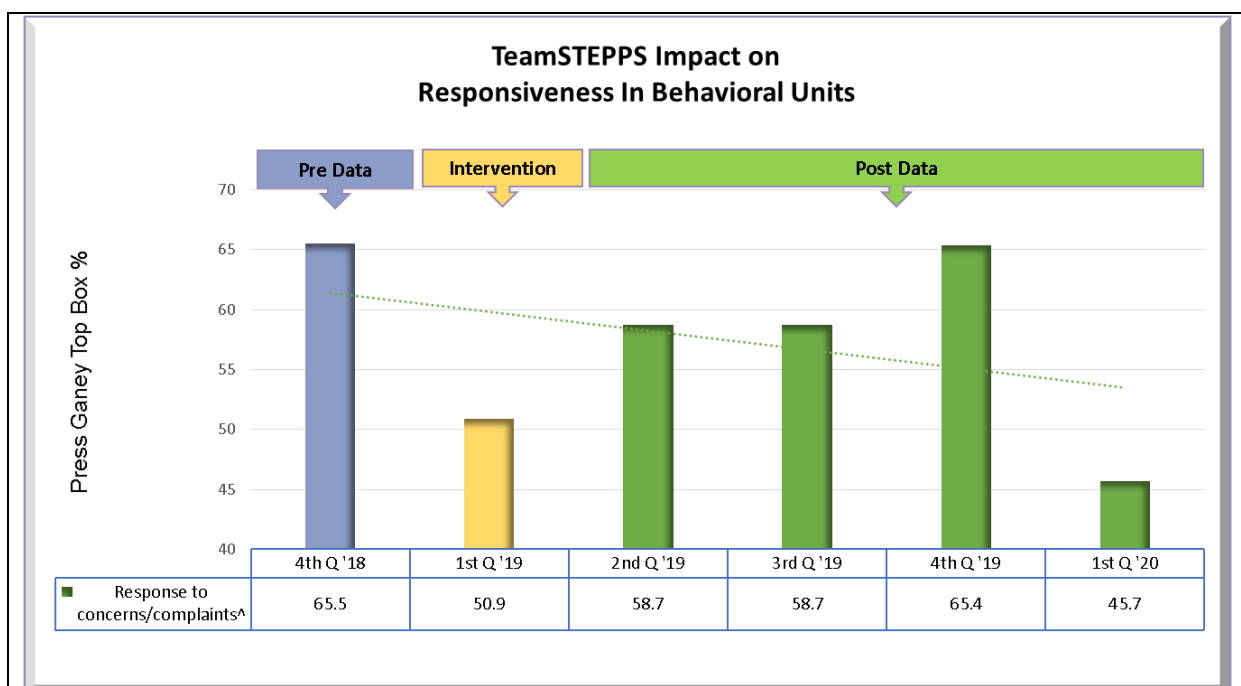
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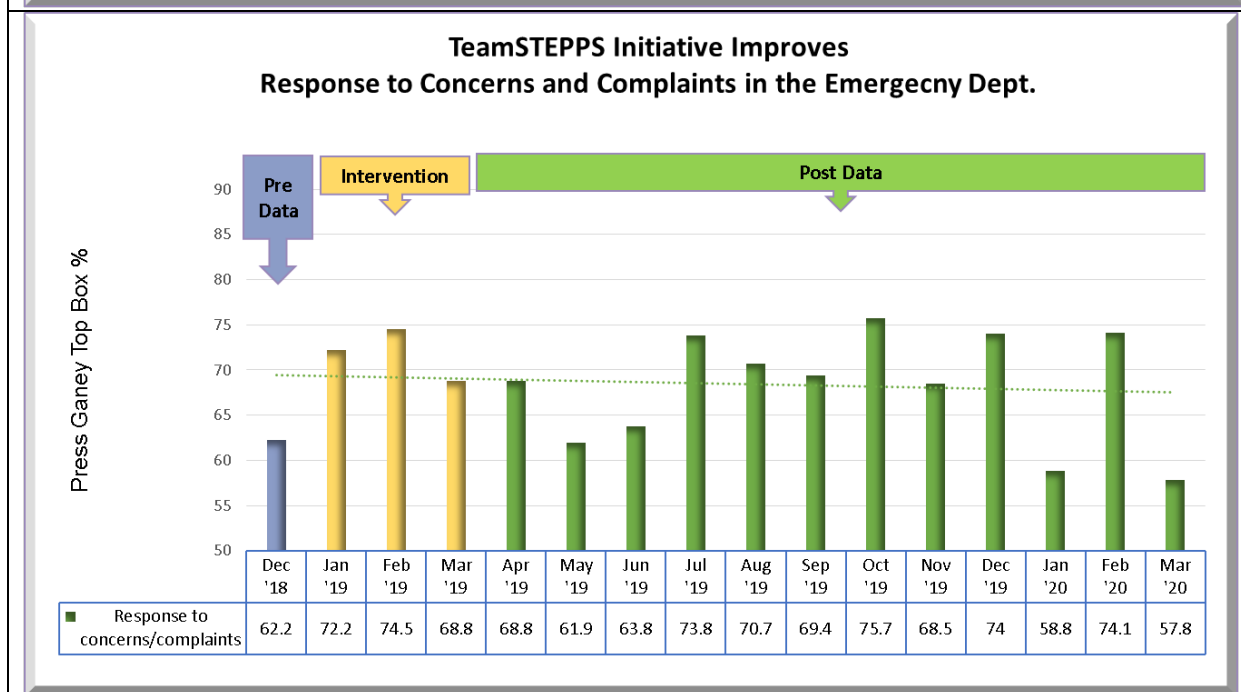
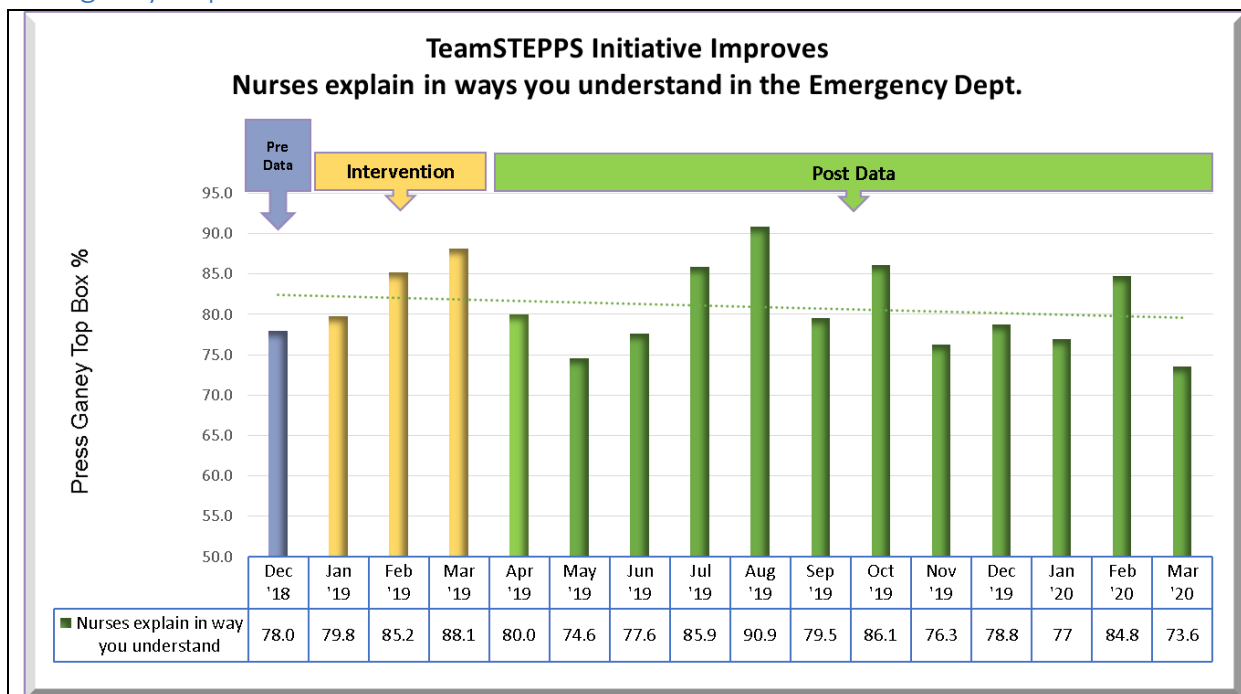
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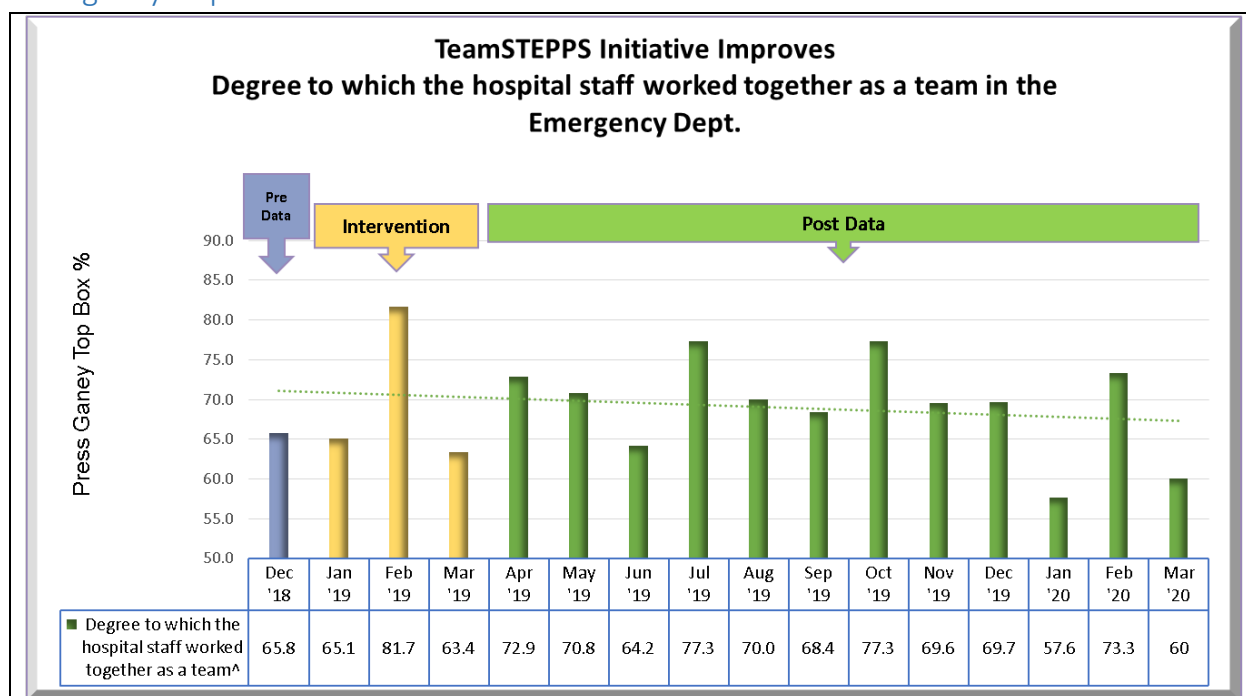
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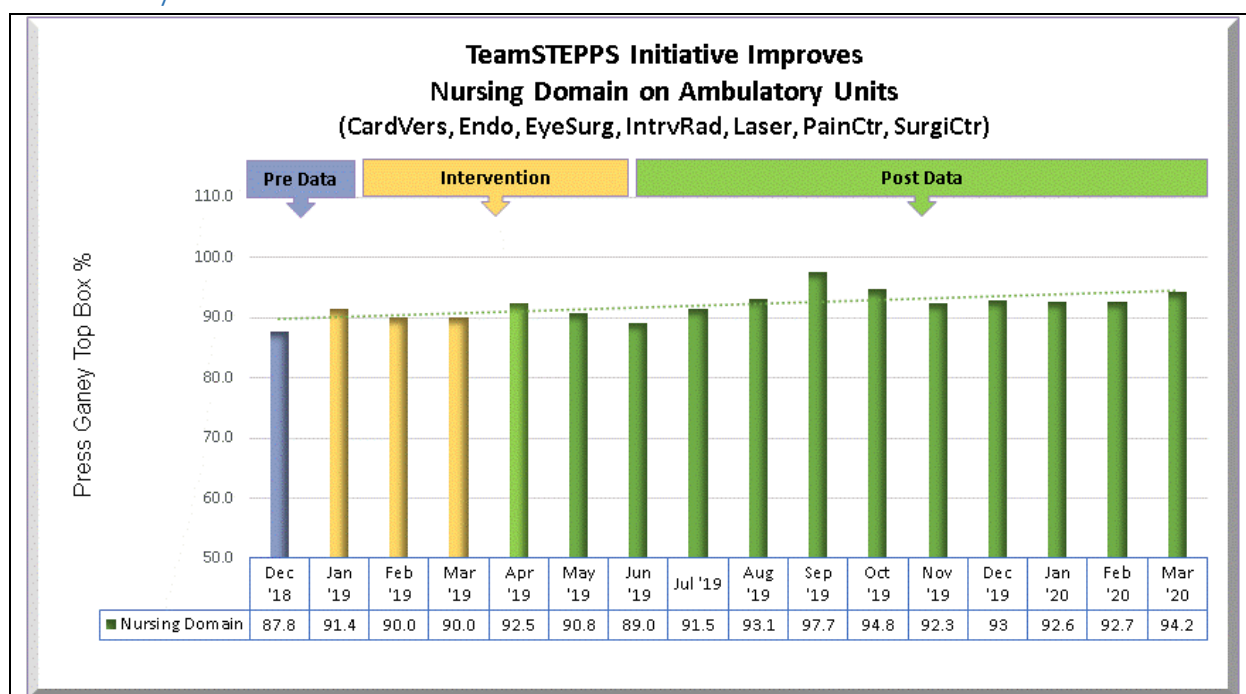
## Emergency Department:



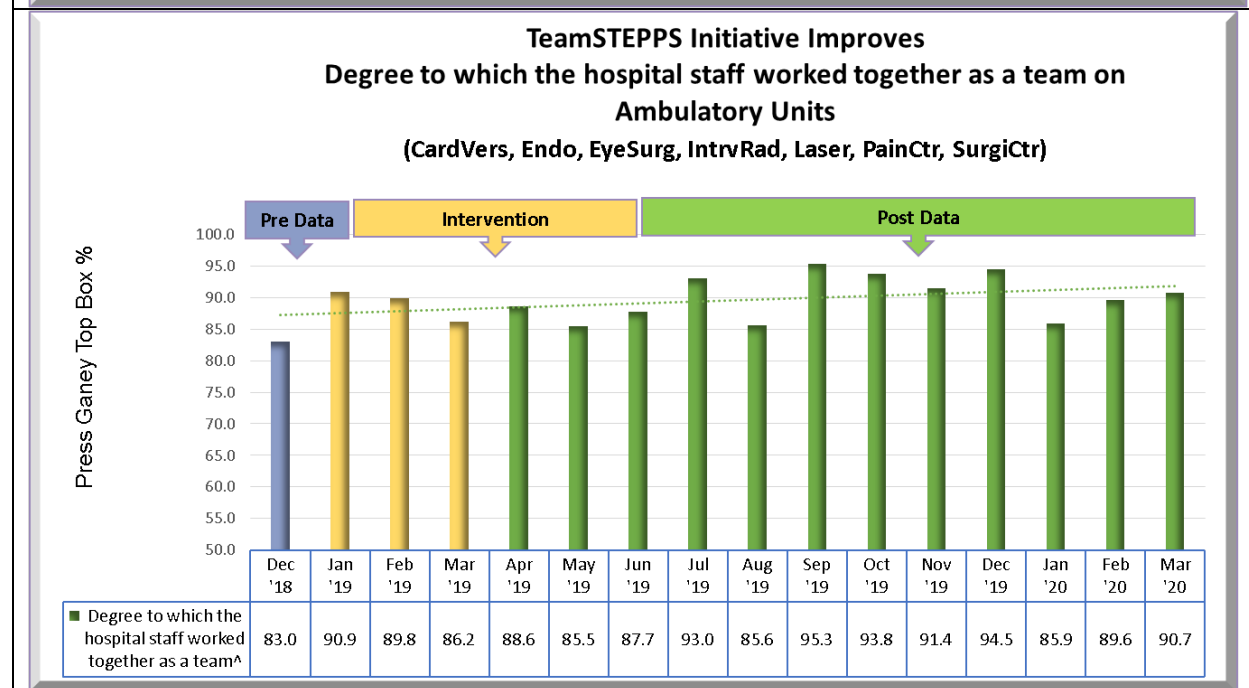
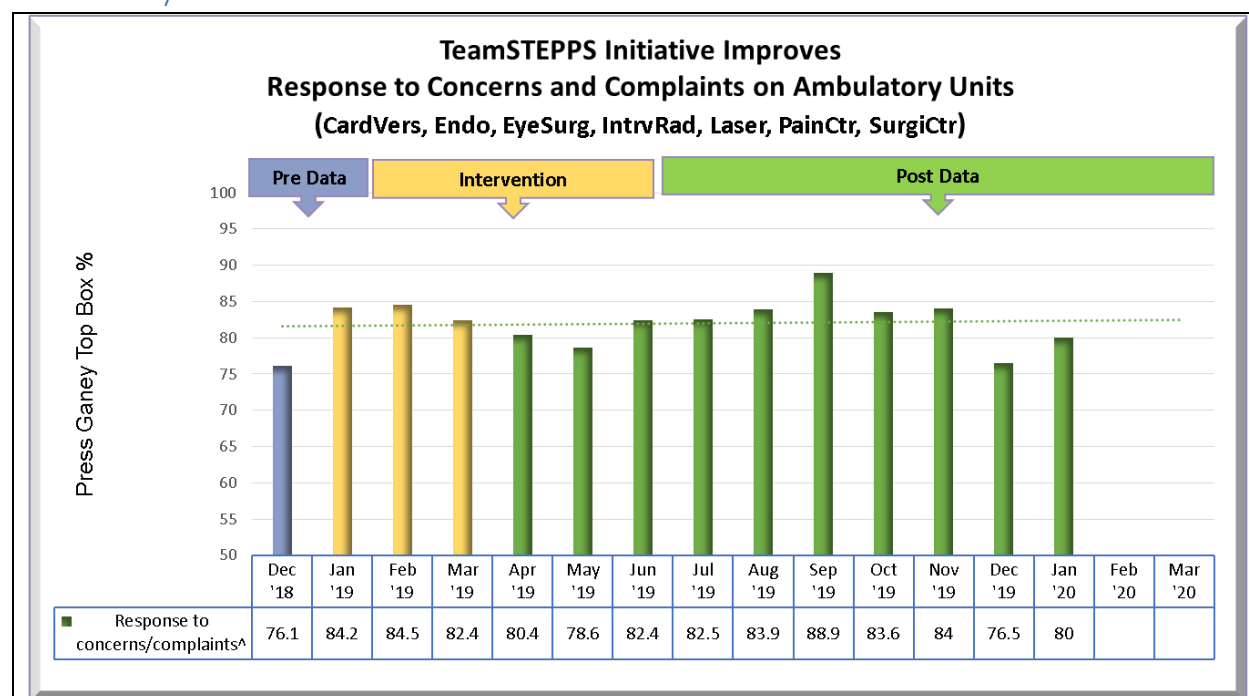
## Emergency Department:



## Ambulatory Units:



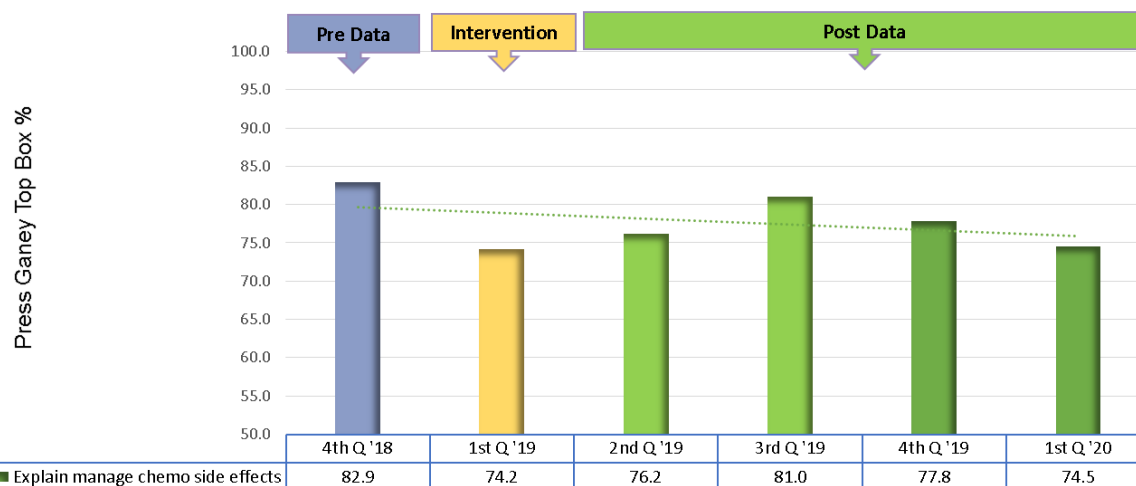
## Ambulatory Units:



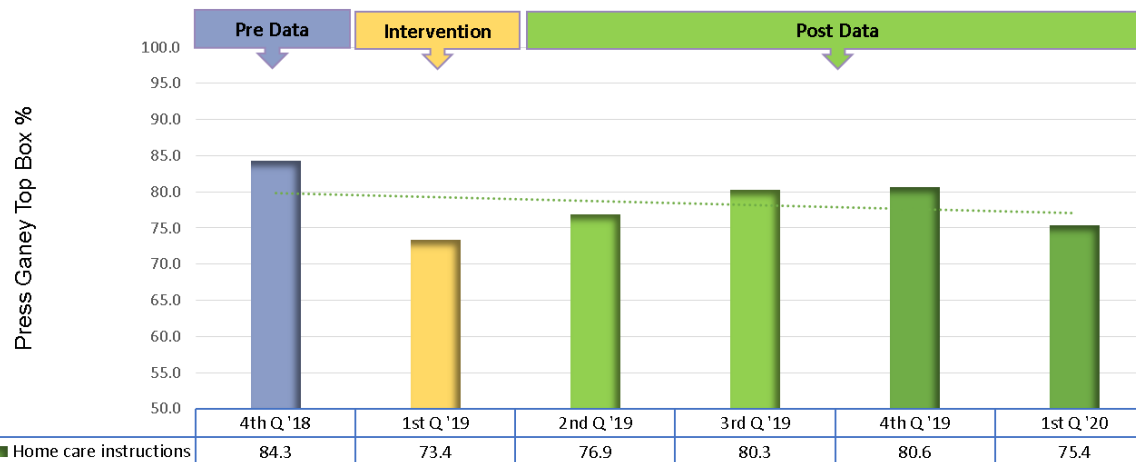
## Oncology/Infusions at Phelps:



### TeamSTEPPS Initiative Impact on Explain and manage chemo side effects in Infusion Center

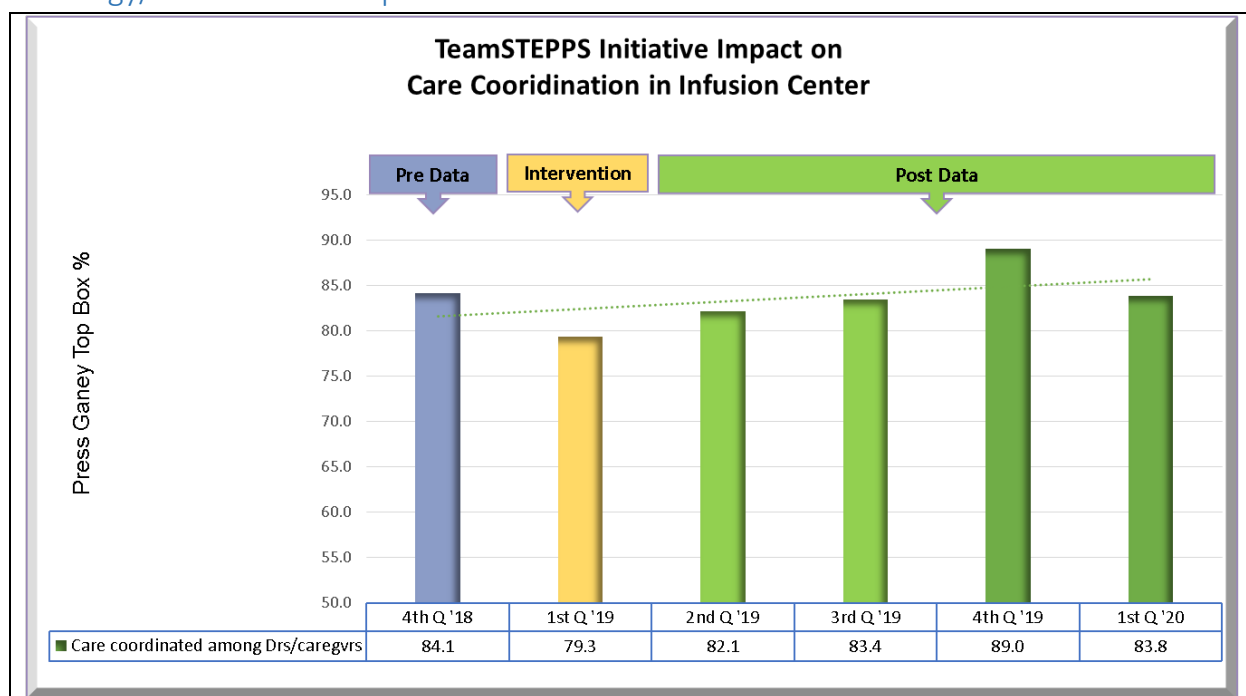


### TeamSTEPPS Initiative Impact on Home Care Instructions in Infusion Center

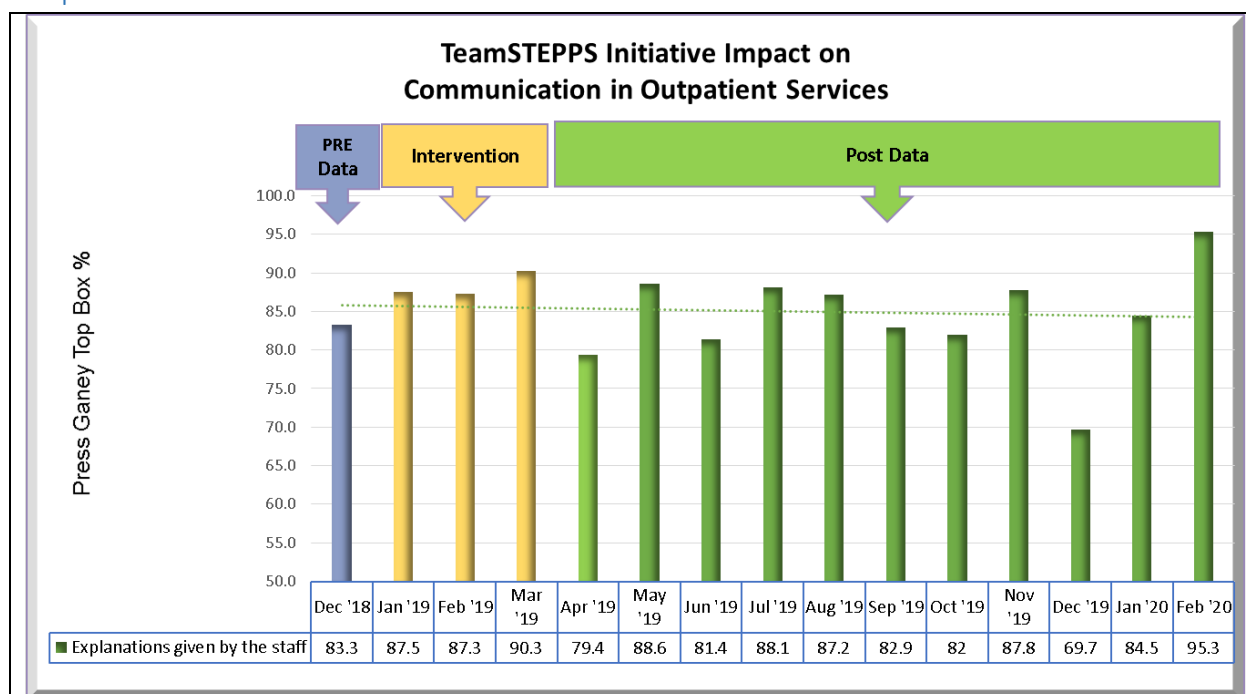




## Oncology/Infusions at Phelps:



## Outpatient Services:



## Outpatient Services:

