



Case Study: Healthcare

CLIENT PROFILE:

Large Healthcare System

INDUSTRY:

Healthcare

LOCATION:

Minneapolis, Minnesota

TEAM TYPE:

Intact: Direct Patient Care

TEAM SIZE:

7

SITUATION:

- > The team was undergoing tremendous change on many levels, all at the same time.
- > Communication break downs and team toxins were a common occurrence.
- > The clinic was under construction and there was a new clinic manager.
- > "Floating" part-time team members were coming and going, and healthcare laws were changing.
- > All of this created additional pressure on a team trying to provide high-quality patient care.
- > The team needed to improve their interdependence and communication so they could do "more with less in times of stress."

Business Improvements

- ▲ **+30% Productivity**
- ▲ **+31% Positivity**

SYNOPSIS:

Team members started out in silos feeling alone and lacking the resources of time, space, information and connection. The team coaching process helped them see themselves as a team.

Although their material resources didn't change, they began to see each other as resources, which greatly improved their perspectives on Resources and bolstered their Optimism about getting through stressful changes together.

The team's Press Ganey Patient Satisfaction scores improved as well. A 12% gain moved the team from the 18th percentile in the nation into the 86th percentile.

Press Ganey's analysis of "ROI" shows the dollar impact of improved patient satisfaction:

- > A \$120M revenue hospital can expect revenue increases from \$2.2 - \$5.4M.
- > Every avoided lawsuit will save \$53K in preparatory defense costs and \$173K in payments.

Additionally, each team member increased their average daily case load by one patient per day, which could equate to as much as \$125K additional net revenue per year, based on U.S. average net revenue per PT patient.

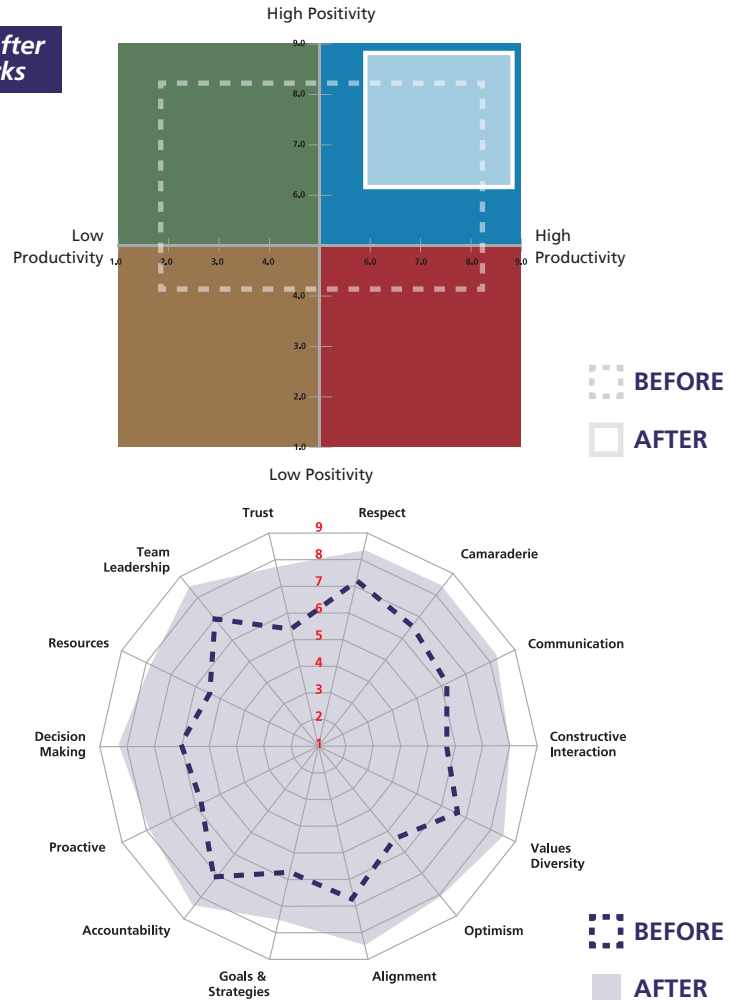
APPROACH:

- > The program ran from February 2008 through January 2009.
- > Pre- and post-program measure was the **Team Diagnostic™** and the 14 factors of Productivity and Positivity, Press Ganey Patient Satisfaction and the number of patients per team member per day.
- > The report was revealed in "chunks", during monthly coaching sessions due to time constraints.

RESULTS THE TEAM REPORTED:

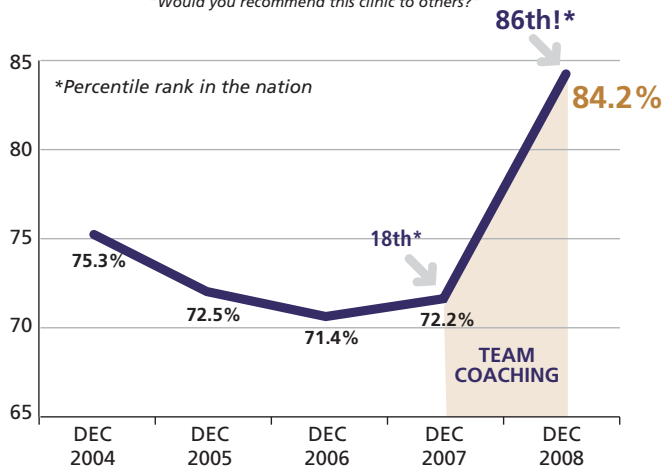
- > Helped broaden our focus from me to us.
- > Gave us more positive insight and helped us address trust.
- > Helped us to see the team as a whole.
- > Learned ways in which we can positively adapt to change.

Before / After Benchmarks



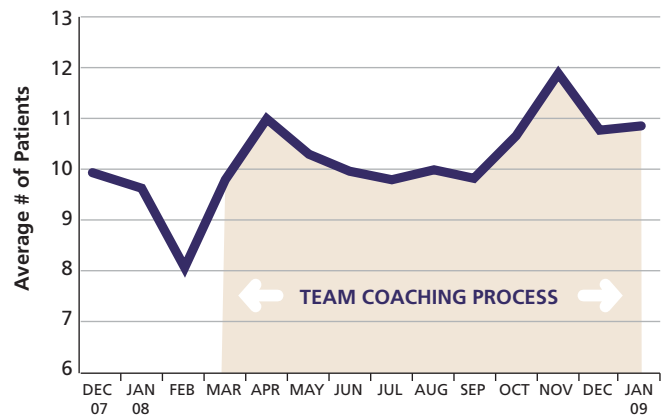
Press Ganey Patient Satisfaction Scores

On a scale of 1 to 5, % of 5s on the survey question: "Would you recommend this clinic to others?"



Productivity Measure

Average # of Patients per Team Member Day



For more information on achieving an **average 20% improvement** in Productivity & Positivity conditions using the Team Diagnostic™ please contact us at:



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