



2008 Share Conference Working Together for Quality and Service

New York Methodist Hospital

January 9th, 2008

Quality and Excellence

Team Enhancement



Project Participants

Co-Sponsors:

*New York Methodist Hospital
1199 SEIU*

Co-Leads:

*Mike Waithe, Contract
Administrator*

*Kay Moschella, Director of
Employee Relations*

Team Members from our Surgical Services Department:

*~ Kathleen Lapkowski, RN –
Director*

*~ Yverose Theodore, RN – Nurse
Educator*

~ Donnell Berry – Clerk

*~ Sean Knight – Surgical Services
technician*



Project Goal

Goals and Objectives

- *To provide outstanding patient care through the development of a proactive partnership with the Surgical Services and the Recovery Room Teams.*
- *Our goals were based on the results of our patient satisfaction surveys as well as the input that we received from our staff members.*
- *We analyzed first case on time statistics and the turnover time between cases.*
- *Benchmarked regional and national statistics relating to team building initiatives.*
- *A comparative analysis will be utilized regarding past and future satisfaction surveys.*



What is different?

Outstanding Achievements

*Enhancement of Patient Centered Care
Service Excellence*

Understanding the Patients Experience

*Developed strategies to improve the effectiveness of team work
between the Surgical Services and the Recovery Room Teams*

§ Open communication

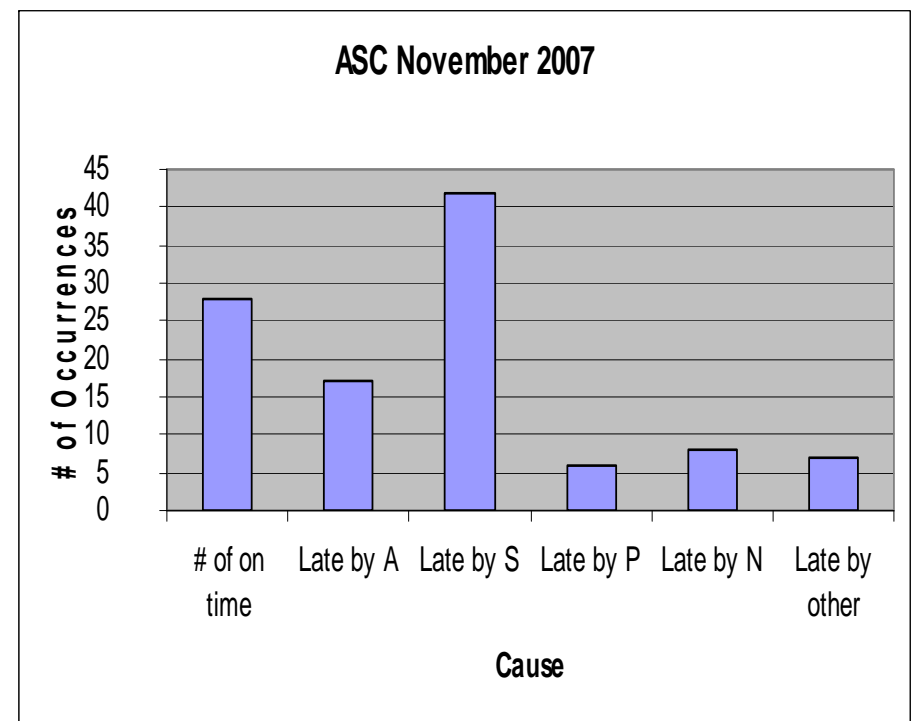
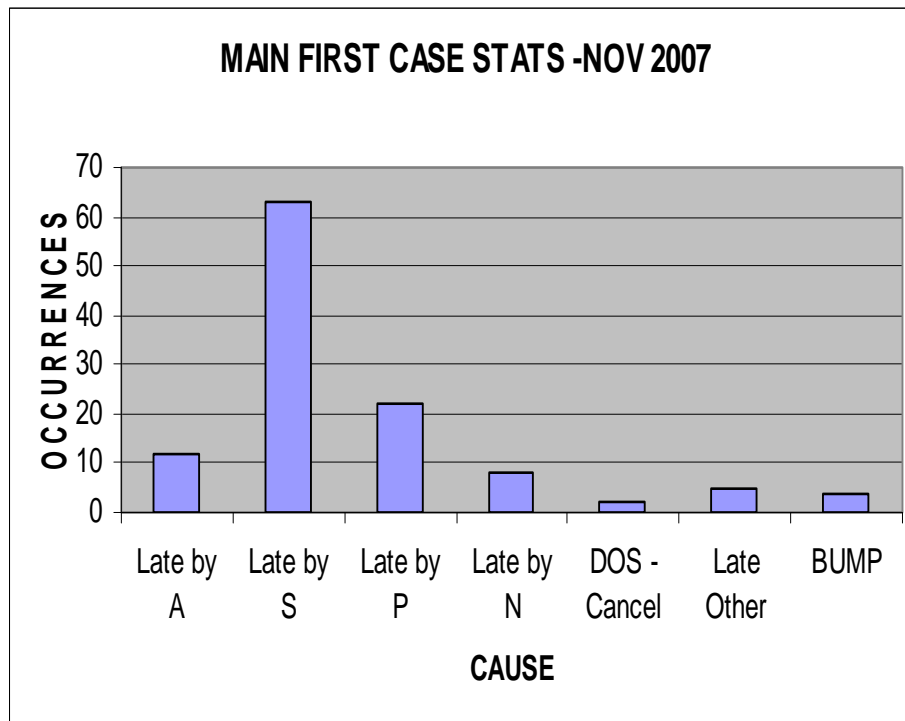
§ Conflict resolution

§ Managing change



What is different?

Measuring our Progress





What did you do to achieve results?

ACTION PLAN

As a result of the in-depth training, the Surgical Services and the Recovery Room Teams developed a Mission Statement and a Value Statement that are reflective of team building which will guide our staff in providing outstanding patient care.

OUR MISSION STATEMENT

To provide our patients with exceptional care and service

OUR VALUE STATEMENT

To treat one another with dignity and respect



Challenges and Strategies

CHALLENGES

- Lack of trust
 - Uncertainty of the outcome of the training
 - Lack of open communication
- Lack of respect between management and employees
- Significant concerns that management would not follow up on the goals and objectives that were set forth during the training.

STEPS TAKEN

Management and the employees decided to hold one another accountable for ongoing follow-up regarding goals and objectives that were set forth throughout the training.



What's Next?

Going Forward in 2008

A commitment has been made to continue ongoing training throughout 2008.

- Follow-up training for the Surgical Services and the Recovery Room Teams.
- Introducing the Team Building sessions for the Physicians, Physicians Assistants and Registered Nurses.