



# Team Diagnostic™ Assessment

## Case Study: Healthcare



### 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 \$120 M revenue hospital can expect revenue increases from \$2.2 - \$5.4 M.
- Every avoided lawsuit will save \$53,000 in preparatory defense costs and \$173,000 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. avg net revenue per PT patient.

### **Overall Improvements**

**Productivity +30%**

**Positivity +31%**

### CLIENT PROFILE:

Large Healthcare system in Minnesota

### INDUSTRY:

Healthcare

### LOCATION:

Minneapolis, MN USA

### TEAM TYPE:

Intact: Direct Patient Care

### TEAM SIZE:

7

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### 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."

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## Team Diagnostic™ Assessment Case Study, continued

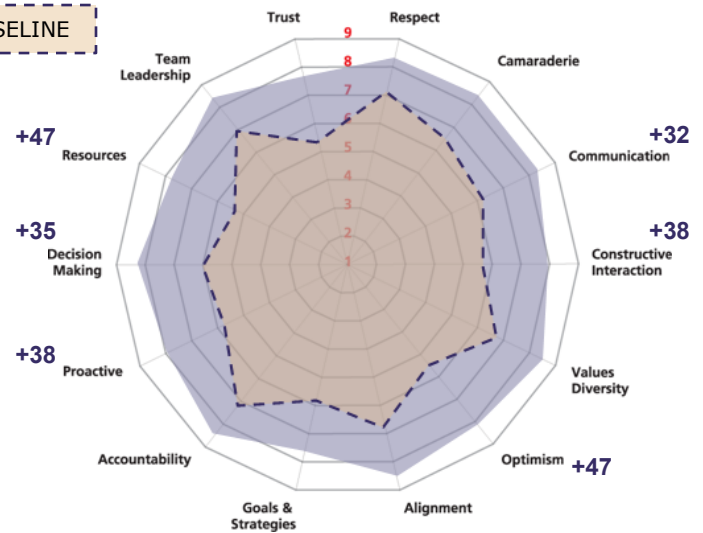
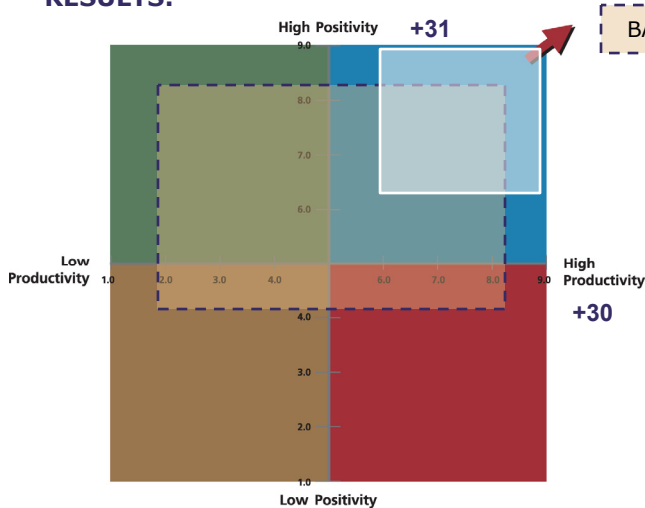
### APPROACH:

- > The program went from 2/08 – 1/09.
- > Pre- and Post-program measures were:
  - The Team Diagnostic™
  - Press Ganey Patient Satisfaction
  - # Patients per Team Member per Day
- > The report was revealed in “chunks”, during monthly coaching sessions due to time constraints.

### WHAT TEAM MEMBERS ARE SAYING:

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

### RESULTS:



### Press Ganey Patient Satisfaction Measure % of top scores on “Would you recommend this clinic?”



### Productivity Measure # of Patients seen per Team Member per Day

