

TeamSTEPPS

the heart of healing



West Valley Hospital
A part of Salem Health

Goals of TeamSTEPPS Implementation

- Improve the Emergency Department's Healthcare Team Performance
- Improve ED Patient Satisfaction
- Create a Safer Environment
- Promote a Just Culture

Training & Tools

- Master Trainers - Director of Nurses, ED Medical Director, ED Manager, Staff Nurse
- Hospital Wide Training - Physicians & Staff
- Hospital Wide Brief
- Huddles
- Standardized Communication Tools (checklists)
- Speak up about Safety

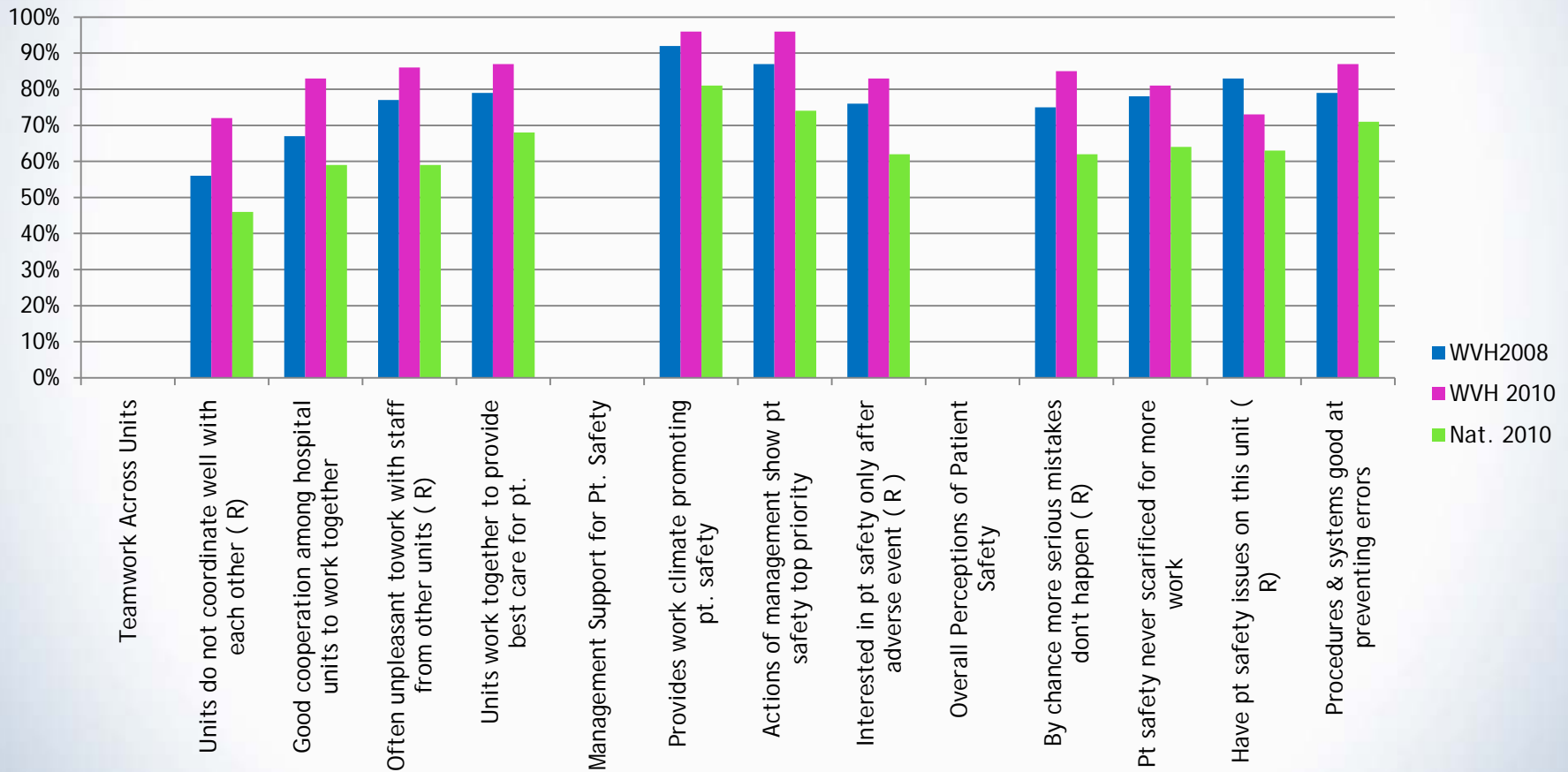
Metrics & Successes

- Improved scores on Time to Provider (Rural Performance Measure)
2009 - 60 min, 2010 - 29 min
- Decrease “left without being seen” ED patient totals (internal tracking)
2009 - 3%, 2010 - 1.06%
- Improved patient satisfaction scores
2009 - 21% Press Ganey, 2010 82.5% RPM

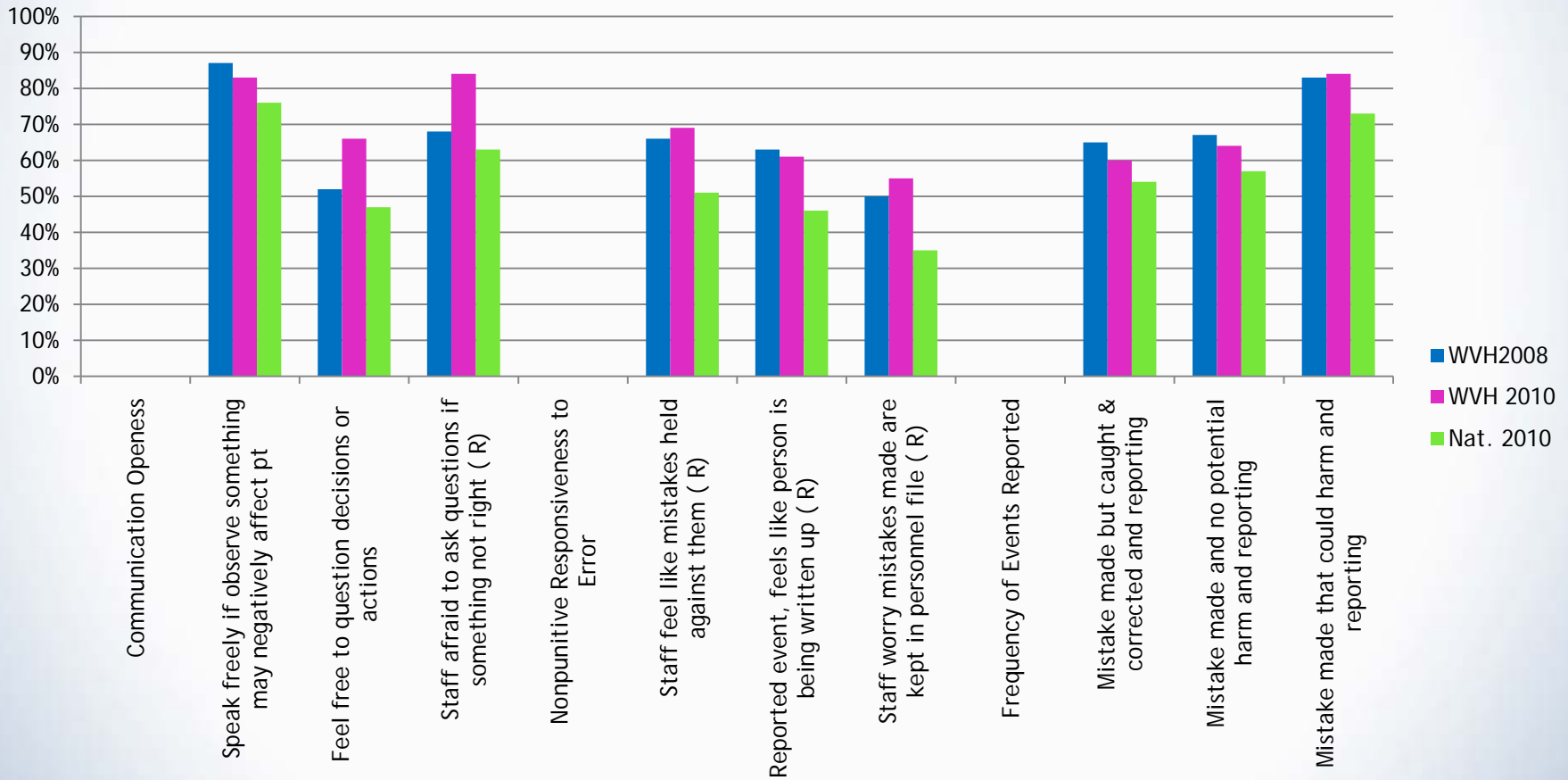
Metrics & Successes

- Improved employee engagement scores pertaining to staff's attention to quality (Gallup)
2009 - 3.91, 2010 - 4.20
- Improved emergency department scores on Hospital Survey on Patient Safety Culture.

Comparison Results: WVH 2008 to 2010 and National



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Plans for Future Improvement

- Identify strategies to improve culture of patient safety
 - Encourage Patient Safety Alerts - near misses
 - Promote Just Culture
 - Improve Shift Change Communications
- Engage Other Departments
- Second Generation Trainers
- Keep TeamSTEPPS as platform to focus organizational efforts