

TeamHealth Case Study

Parkwest Medical Center, Knoxville, Tennessee

An award-winning collaboration

The Challenge

The partnership between Parkwest Medical Center (PMC) and TeamHealth dates back to 1982 when the hospital selected TeamHealth to provide the physician staffing and management for its Emergency Care Center (ECC). Throughout the relationship, the continued focus on clinical excellence, process improvement, and patient satisfaction has resulted in stellar outcomes and multiple awards for the ECC, which treats 45,000 patients annually.

The Path from “Good” to “Great”

PMC established a well-defined goal for their ECC—raise the customer satisfaction level from “good” to “great.” A team of physicians, nurses, and ancillary staff evaluated existing processes and identified three key areas for improvement::

- 1) Implementation of change-of-shift bedside reporting, where both the physicians and nurses introduce the next team of staff members who will care for the patient after a change of shift
- 2) Initiation of rounding interviews on patients, where a member of the rounding team rounds with a small group of patients and families to discuss their care
- 3) Implementation of patient follow-up calls that are conducted within 24 hours of patient discharge

The results of all three initiatives are tracked and shared with the staff each month, and special recognition is given to staff members identified as providing excellent customer service. Additionally, Parkwest's ECC team continually focuses on patient satisfaction indicators, improving communication skills, and teambuilding at their annual retreats.

A Resounding Success

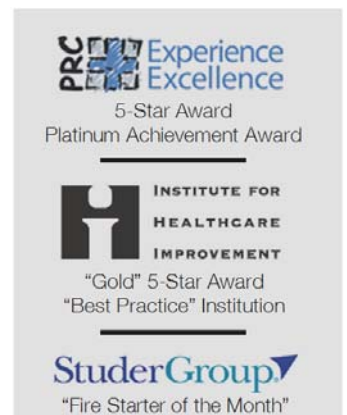
These three core initiatives have resulted in significantly improved customer satisfaction scores for Parkwest's ECC.

The Excellent Percentile Rankings for the question “Teamwork between Doctors, Nurses, and Staff” increased from

79% to 96.7%. The key measure “Overall Quality of Care” increased from 68% to 98.9% during the same time frame.

As a result, the ECC received the following recognitions and awards:

- PRC, the company that conducts PMC's patient satisfaction surveys, awarded the hospital a 5-star rating for scoring in the top 10% of PRC's client database and a Platinum Achievement Award for enhancing patients' perception of care.
- From the Institute for Healthcare Improvement, Parkwest's ECC received the “Gold” 5-star award for superior performance in overall improvement and was elected as a “Best Practice” institution.
- The Studer Group selected PMC as one of its “Fire Starters of the Month,” and members of the ECC team were selected to present at the “What's Right in Healthcare” national forum.



Client Response

“I am absolutely delighted with the results we are achieving in our ECC and the support provided by TeamHealth. There are several keys to this success, but the most significant is leadership. I could not be prouder of this group of professionals.”

Chief Administrative Officer