



# Team Diagnostic™ Case Study

**CLIENT PROFILE:**

Large Healthcare System in Minnesota

**TEAM TYPE:**

Intact. Direct patient care

**INDUSTRY:**

Healthcare

**FUNCTIONAL AREA:**

Physical Therapy Clinic

**LOCATION:**

Minnesota, USA

**TEAM SIZE:**

7

**THE SITUATION:**

The team was undergoing tremendous change on many levels, all at the same time. Communication breakdowns and team toxins were a common occurrence. The clinic was under construction, 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. It was clear the team needed to get better at effectively teaming and communicating with each other so they could “do more with less in times of stress”.

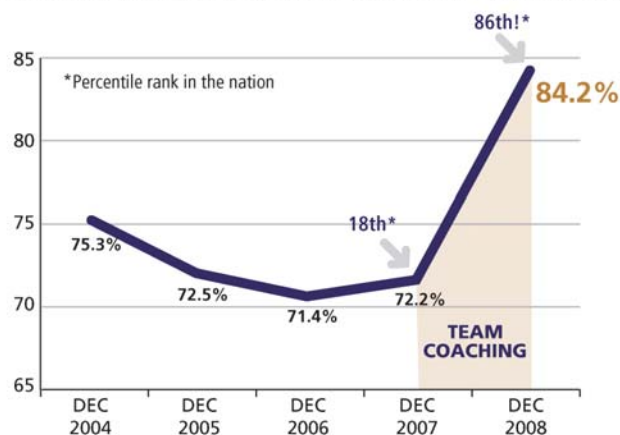
**APPROACH:**

- The *Team Diagnostic™* was used for Pre and Post program measures. Initial assessment was followed by periodic (approximately monthly) in-person team coaching sessions
- Press Ganey Patient Satisfaction metric was used for Pre and Post program measures.
- # of Patients seen per Team Member per day was used for Pre and Post program measures.

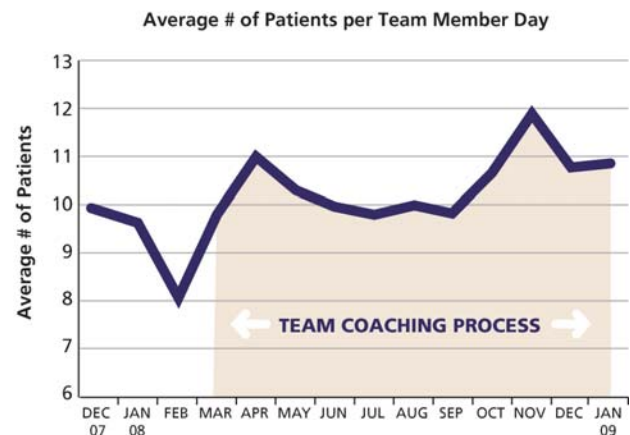
**RESULTS:**

## 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

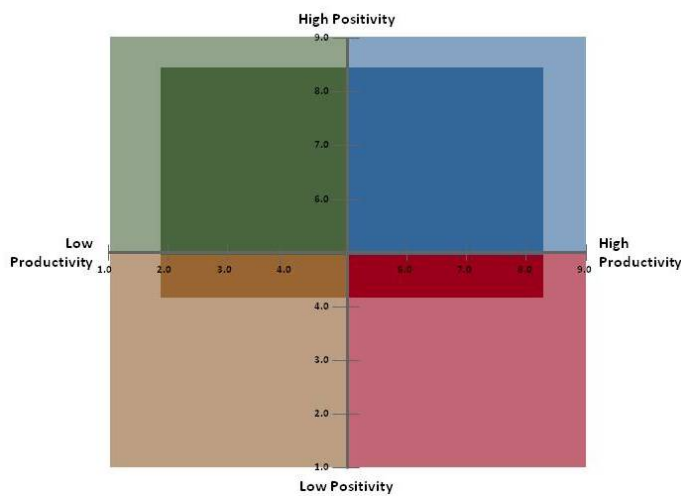


## RESULTS:

Team members started out in silos, feeling alone and feeling they lacked the resources of time, space, information, and connection. The team coaching process helped them see themselves as a team. Although the amount of their material resources didn't change to any significant degree, they began to see *each other* as resources, which greatly improved their perspective on how much resource was available to them and bolstered their optimism about getting through stressful changes together. In fact, their scores on Resources and Optimism showed a dramatic increase of 43% and 46%.

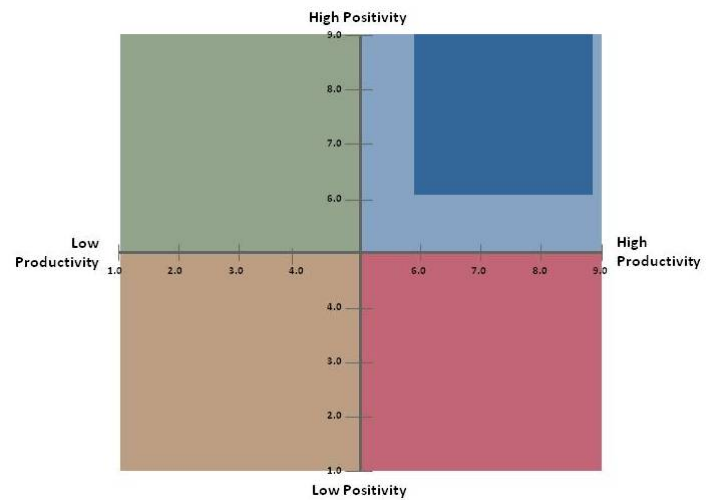
The team coaching not only improved team scores, in the process the team's Patient Satisfaction scores improved as well. The 12% gain moved the team from the 18<sup>th</sup> percentile nationally, to 85<sup>th</sup> percentile. In addition, the improved team dynamics and overall satisfaction resulted in measurable productivity improvement: each team member increased their average patient load by one patient per day, resulting in additional gross revenue for the clinic.

MARCH 2008



Increase in **Productivity** Factors = **29%**

JANUARY 2009



Increase in **Positivity** Factors = **28%**

## IMPROVEMENT

1. *Optimism* > 46%
2. *Resources* > 43%
3. *Respect* > 37%
4. *Constructive Interaction* > 34%
5. *Decision Making* > 33%



**Team Diagnostic™**  
ASSESSMENT

For more information about the assessment go to [www.teamdiagnosticassessment.com](http://www.teamdiagnosticassessment.com)