

## OVERVIEW

### CLIENT

New York City  
Academic Medical Center

### PRODUCTS

SentactRounding

### BED SIZE

2,686 Beds

### CUSTOMER SINCE

2008



400  
Tracer  
Teams



OVER 300,000  
Rounds and  
Surveys



OVER 500,000  
Deficiencies

## THE CHALLENGE

A New York City Hospital wanted to take this priority one step further creating a formal program called “We Put Patients First”. Its mission is to identify, track, and resolve issues relating to quality of care and service. And their goal is to satisfy patients by providing the best possible care in a safe environment. With a clear mission and goal in place, the challenge came down to execution. Just how do you keep more than 18,000 employees and 4,000 physicians aware of the endless rules and latest regulations. It is a daunting task when staff members must be educated on everything from code cart policies to the proper way to store medication. The Hospital set out to build the right framework for its continued education program that could efficiently and effectively communicate these very detailed rules and regulations.

## THE SENTACT APPROACH

Communication was the key to success, so the Hospital turned to SentactRounding to help standardize best practices and communicate across the organization. The program kicks off Friday mornings with a quick overview for approximately 1,200 staff members on safety and regulation topics. Thousands of these tracers have been conducted to increase compliance, patient satisfaction, and employee satisfaction in all areas of the organization. Data from these tracers are easily captured by SentactRounding. Using SentactIntelligence, corrective action occurs through identifying deficiencies, mapping policies, and assigning them to the appropriate staff member to be resolved. *“The solution allows us to track and trend data as well as see what we need to focus on in the coming weeks,”* says the Director of Regulatory Compliance and Accreditation. *“Having all of this data was invaluable as we prepared for our Joint Commission survey but even more importantly, it helped us stay vigilant event after a survey”*. Effective data measurement also ensures that staff receives timely and accurate feedback from efforts. Weekly tracer rounds are created and distributed through SentactRounding to teams for observations, interviews, and reviews. The data is analyzed and divided into weekly dashboards showing campus-specific progress over time. Quantitative and qualitative data from SentactRounding reports to central quality Oversight Committees and Senior Leadership.

## THE RESULTS

The results of the program prove that it was well worth the effort. At the start, only 79% of staff knew how to report an adverse event compared to 91% at **Week 8**. In addition, Patient Safety Fridays positively impacted the Hospital’s efficiency. The initiative provides a consistent, scheduled program of education, monitoring, and improvement so that all the staff is focused on organizational improvement activity. SentactRounding decreases the cost of improvement initiatives, because activities that normally take weeks to accomplish now take a few days.