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## Leveraging team diversity towards improving the patient experience

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In our ever changing landscape of healthcare, we are in a constant race to balance value based purchasing, with the patient experience and employee engagement. Here at The Allen Hospital, we embarked on a journey of continuous quality improvement that first relies on several key feedback loops in order to be successful in how we approach both improving quality indicators and patient satisfaction. Through several “Deep Dive” events, we were able to (and continue), to gather interprofessionanl teams (MD, RN, Nursing Support Staff, Environmental Services, Laboratory, Materials Management, IT, Pharmacy, Food & Nutrition, Talent Development, Operations, Nurse Administrators, Quality Dept) who brain storm together for an all day event. The Deep Dive gives the opportunity to create innovative, practical and sustainable solutions that align with both the organizational vision and mission. Through the use of this technique, we are able to: 1. review current state (define the problem and review data related to the problem statement). 2. brain storm on solutions by emerging themes. 3. action plan around suggestions. 4. create process owners for sustainability. 5. reveiw of outcome metrics. 6. what’s working well and what do we need to modify? 7. most of all build highly effective, engaged and agile teams. Many actionable and highly interactive solutions have been implemented and sustained though the use of these events. In addition to improving the patient and employee experience, Deep Dives give us the opportunity to get to a granular level of problem solving.

### Biography

Director of Nursing at New York Presbyterian Hospital/Allen with oversight of inpatient, Behavioral Health and Emergency Department. Graduate from Lehman College-City University of New York and attended University of Phoenix’s online MBA, MSN/HCM program, graduating in 2007 with this dual degree. Member of several cross-campus initiatives on quality and patient safety and received the Relationship Based Care and Clinical Excellence Leadership Awards. I am an exam writer for The Beryl Institute’s Patient Experience Institute’s new CPXP exam and have also obtained CPXP certification. I encourage my teams to learn and explore the cultural norms and within the context of healthcare.

### Notes: