

PATIENT SAFETY FRIDAYS

a Sentact case study



New York City Health System

Using Sentact has helped a New York City Health System, focus on improving quality, safety, and satisfaction.

1,200 Leaders



During Patient Safety Fridays, hospital leaders, attend a quick educational in-service.



2,600 Beds
5 Hospitals



400 Tracer
Teams

After the briefing, tracer teams head to nursing units. Thousands of tracers are conducted to increase compliance, patient satisfaction, and employee satisfaction.

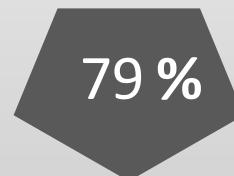
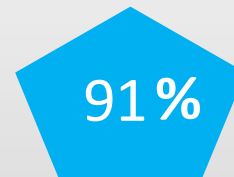
By creating a framework, executing best practices, and communicating across the organization the healthcare network achieved its goals of reducing healthcare associated infections, enhancing caregiver communication and improved patients' perception of care.



Over 300,000 surveys have been conducted since implementation providing critical data for analysis and decision making.



Over 500,000 deficiencies have been resolved since implementation having a direct impact on patient safety.



The Patient Safety Fridays are successful. At the beginning of the program only 79% could report an adverse event but once training was complete that number jumped to 91%.