



## Taking a Medical Center Radiology Department from Good to Great!

Located in Houston, this Medical Center is a 220 bed, full service acute care hospital backed by the resources and research of one of the largest healthcare organizations in the nation. The CEO had met the president of P Squared Consulting and the topic of conversation evolved to how we could help take his Radiology Department from good to great. Several years previously, the department had been ranked great but due to rapid growth and other people challenges, doctors had noted some decline in the performance of the group.

They brought in a new department manager who started to generate positive change. He wanted to take the group back to the “good ole days” – to re-create an atmosphere where customer service was the number one focus. He wanted his department to be the most desirable team among the healthcare network and attract the best talent in the area.

P Squared provided team-based process improvement and problem solving training to the group. They were empowered with simple tools that gave them a structure in which they could layout the steps in their processes. They were able to identify potential issues and fine tune their processes. They improved response time getting reports to the floor; they developed a better tracking system for films, and best of all, enhanced working relationships with the radiology doctor team.

The effort resulted in bringing the team together, creating a strong bond and passion for improvement. Project teams were formed and meet regularly, resolving issues before they became problems. Relationships between the team and their “customer” – the doctors – improved drastically. They returned to their great position with the passion to ensure it was lasting!

And the bottom-line?

***The Medical Center received the 2007 Texas Health Care Quality Improvement Award of Excellence from TMF Health Quality Institute. The award recognizes hospitals that are active in quality improvement.***