Emergency Department Summit:
Breaking down silos to enhance patient experience and satisfaction
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Introduction

Background:
Increasing demands of healthcare informatics, combined with rising volumes in the ED has led to compassion fatigue among healthcare providers. These changes negatively affected the culture in the ED leading to decreased patient satisfaction. In 2001, the Institute of Medicine (IOM) published six aims for the improvement of healthcare and safety: care should be effective, equitable, safe, patient-centered, timely, and efficient. IOM emphasized that to be successful with these aims, healthcare providers must work collaboratively as a team. In 2015, all departments in the large hospital system were challenged by the CEO to increase patient satisfaction scores to the 75th percentile.

Purpose:
• Evaluate a culture change through intervention
• Implementing the ED Summit initiative based on Studer Group principles
• Improve patient satisfaction scores in ED’s

Materials and Methods

• Assembled ED physician and nursing leaders to develop the ED Summit
• Created a vision for improved culture in the ED environment
• Used a multimodal approach of discussion, video, and presentations
• Trained ED staff including: nursing, security, housekeeping, patient access, radiology, laboratory, and psychiatric care providers.
• Hardwired the AIDET (acknowledge, introduce, duration, explanation and thank you) principles
• Improved relationship-based care
• Used open dialogue of real-life scenarios for staff to better understand the workflow of their peers
• All participants on duty met twice daily to improve communication.

Results

Results/Outcomes:
• Patient satisfaction rates increased from 53% to 62% in the fourteen months following the ED Summit initiative.
• Staff working in the ED’s have focused on changing culture and better understanding the workflow of others in the department.

Discussion and Conclusions

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Implications for practice:
• Summit meetings continue quarterly to evaluate improvements
• Huddles continue daily to maintain ED multidisciplinary team communication
• AIDET continues to be used for patient care
• New associates are introduced to Summit initiatives during their unit orientation
• These comprehensive interventions increased patient satisfaction

“Us working together as a team makes a better patient experience” Bella RN

References

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