

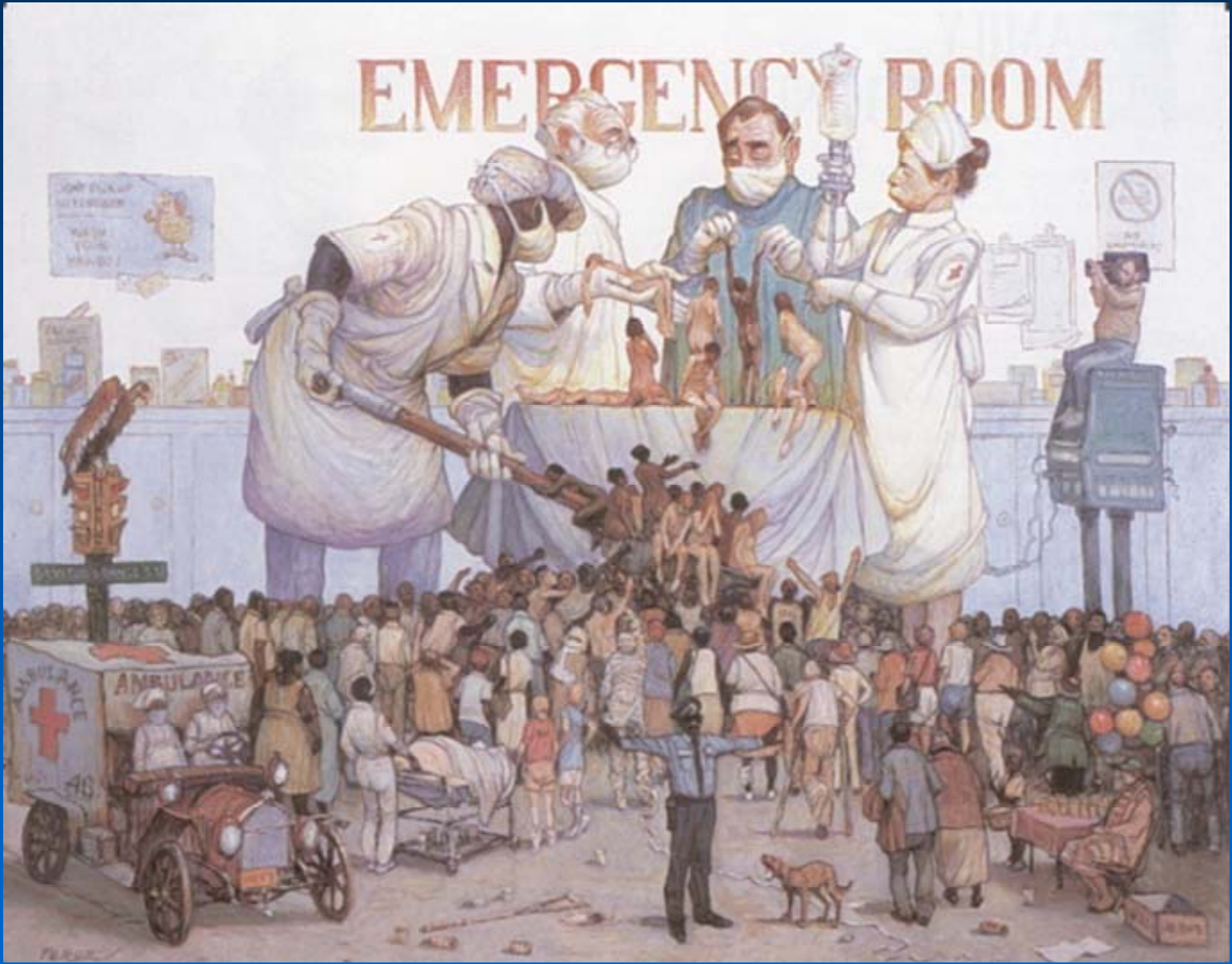
# Triage and the Waiting Room: Moving Forward in the ED Combat Zone

The Dave Communication Project

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# EMERGENCY ROOM



- Volunteer Advocate
- Patient Liaison Pilot
- Triage Nurse Survey
- Effective Communication
- Future Projects

# Emergency Department Volunteer Advocates

- Act as a liaison
- Offer comfort measures
- Be a support person



# Advocate Training

no act of kindness,  
no matter how small,  
is ever wasted...

(aesop)

- Overview of the ED
- Various treatment areas
- Triage
- Process and flow
- Challenges that currently exist
- How the Advocate can help

# Patient Liaison Pilot

- Explain the process and flow of the ED
- Update those waiting of the continual changes that occur in the ED
- Function as the missing link between the patient/families and the healthcare team
- Offer simple comfort measures
- Allow the triage RN's to focus on patients arriving for care as well as the reevaluation of those waiting



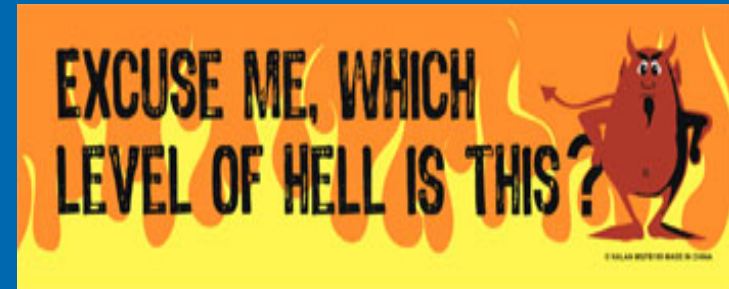
# Patient Liaison Pilot



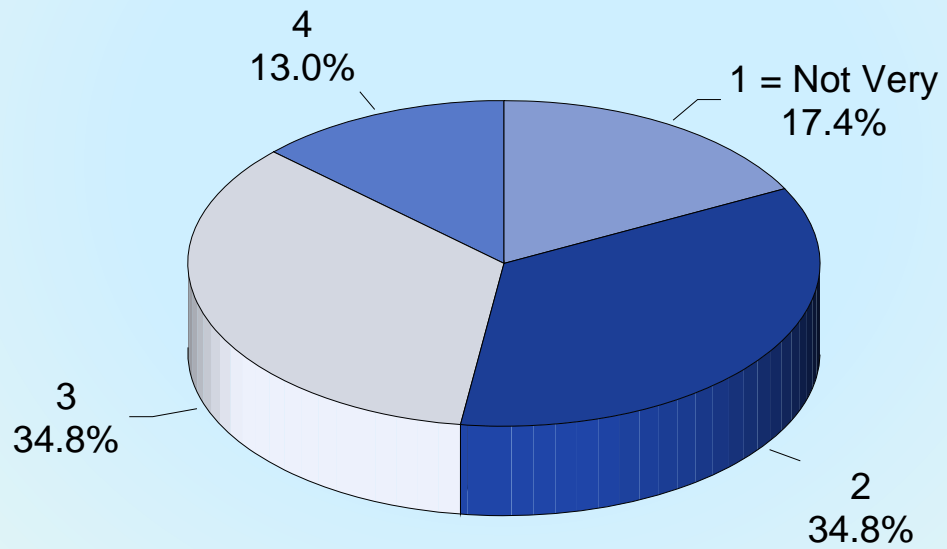
- Success of this pilot is dependent on us as a team
- Need has been identified
- Up to us to utilize it to our full advantage

# Triage Nurse Survey

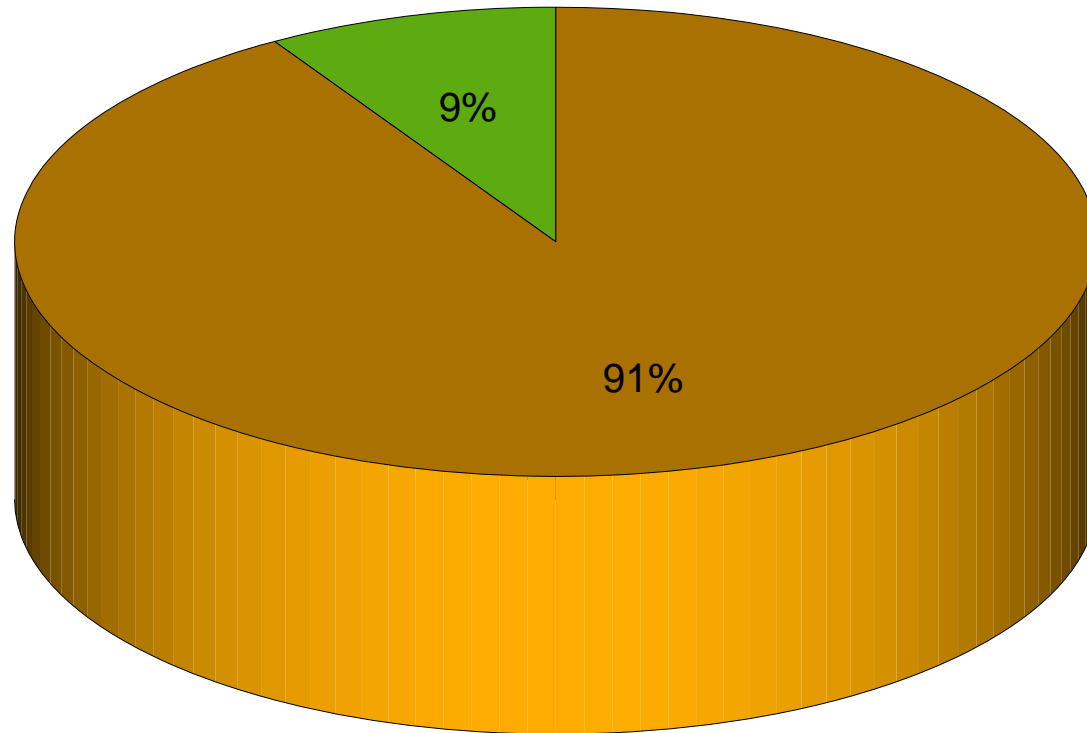
- 24 RN's completed
- Results are not surprising
- Repeat survey post interventions
- Goal to show improved satisfaction



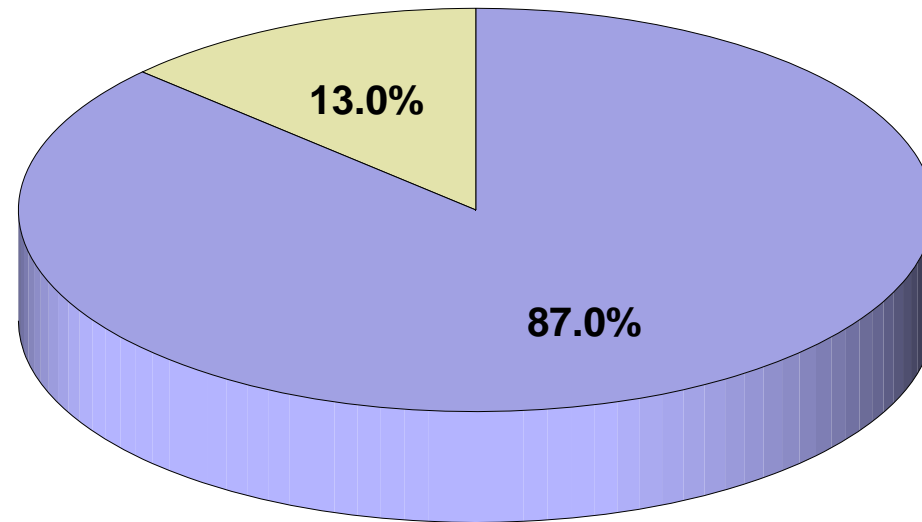
## Triage Nurse Satisfaction



## Felt Threatened at Triage

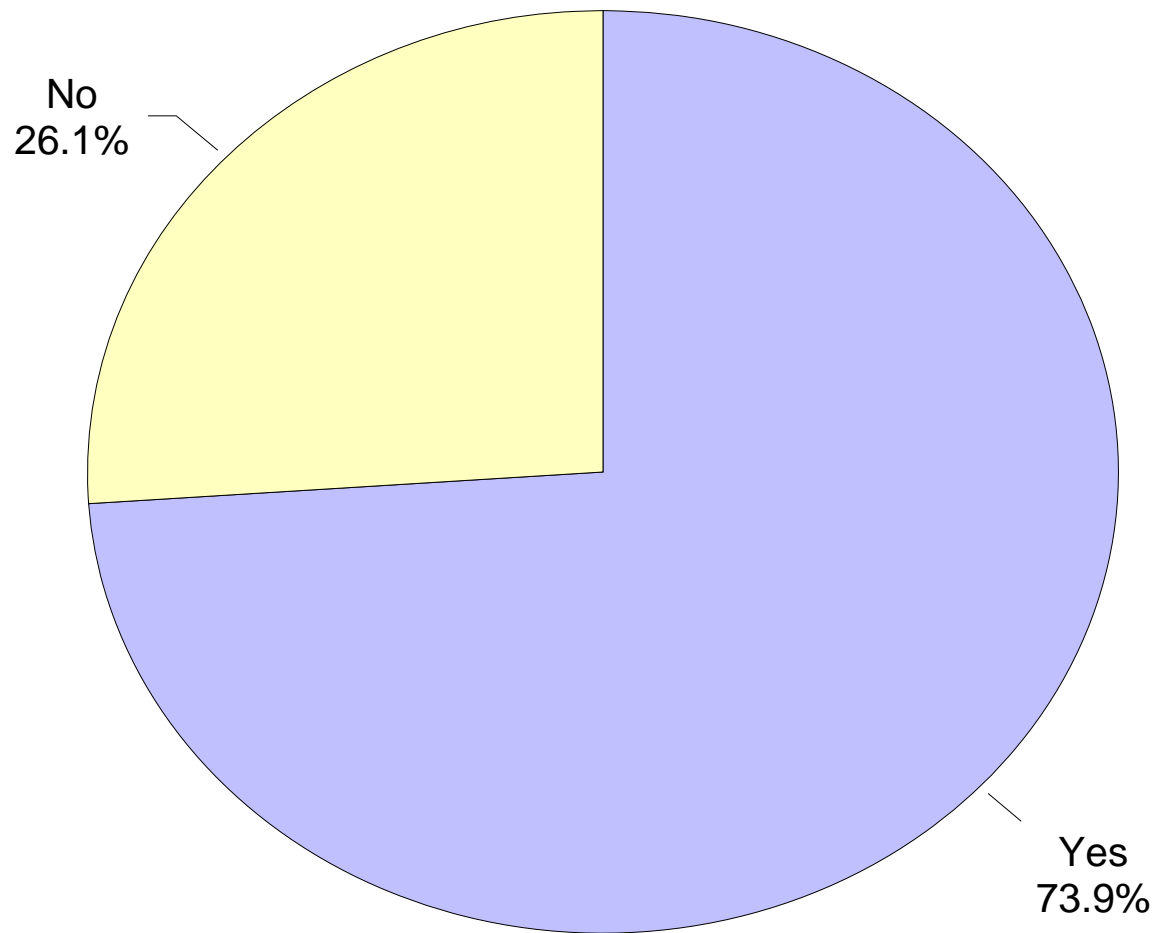


## Patient Liaison in Waiting Room



Yes No

## Informational Video



# Effective Communication



- Brainstorming Sessions
  - Challenges
  - Barriers
  - Staff input

# Effective Communication

## ➤ Key Times

- Arrival
  - Initial contact
  - Wait times?
  - My Dr. Called ahead..
- Triage
  - Essential to be honest
  - Brief explanation of triage
  - Apologize for the wait
  - Medical condition changes while they wait



# Effective Communication



- The waiting patient
  - Volunteer advocates
  - Patient liaison
  - How many patients are in front of me?
- Placement in treatment area
  - Identify yourself
  - Simple statements go a long way
  - Privacy

# Effective Communication

## ➤ During and after initial assessment

- Introduce yourself
- Give approximate times and explain tests
- Show them some basics
- Hall placement
- Questions



# Future Projects

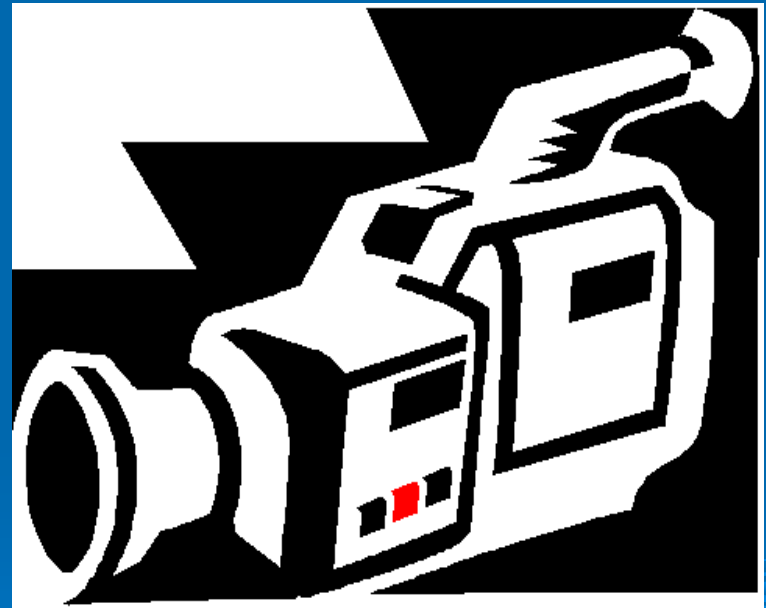
## ➤ Triage/Registration Redesign

- Improved patient flow
- Improved safety
- Help meet national standards for STEMI and CAP patients
- Meet future needs



# Future Projects

- Informational video
  - Provide needed information
  - Ease work load of the triage nurse
  - Potentially diffuse negative interactions
  - Distraction



# Future Projects

## ➤ Educational Component

- Based on needs assessment of CAT-T
- Team approach
  - Focus groups
    - Discuss
    - Develop
    - Goal:
      - Promote team building
      - Improve clinical practice

**Communication Assessment Tool - Team**

Communication with patients is a very important part of quality medical care. We would like to know how you feel about the way your medical team communicated with you. Your answers are completely confidential, so please be as open and honest as you can. Thank you.

	Poor	Fair	Good	Very Good	Excellent
<b>B1 The medical team</b>					
Greeted me in a way that made me feel comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B2</b>					
Treated me with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B3</b>					
Showed interest in my ideas about my health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B4</b>					
Understood my main health concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B5</b>					
Paid attention to me (looked at me, listened carefully)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B6</b>					
Let me talk without interruptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B7</b>					
Gave me as much information as I wanted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B8</b>					
Talked in terms I could understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B9</b>					
Checked to be sure I understood everything	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B10</b>					
Encouraged me to ask questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B11</b>					
Involved me in decisions as much as I wanted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B12</b>					
Discussed next steps, including any follow-up plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B13</b>					
Showed care and concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B14</b>					
Spent the right amount of time with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B15 Waiting Room Experience</b>					
Please rate your experience in the waiting room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments</b>					

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- ”Cultivate optimism by committing yourself to a cause, a plan or a value system. You'll feel that you are growing in a meaningful direction which will help you rise above day-to-day setbacks.” -- **Robert Conroy**
- “The pessimist sees difficulty in every opportunity. The optimist sees the opportunity in every difficulty.”—Winston Churchill