

# **ED Advisory Committee Meeting**

**Department of Emergency Medicine**

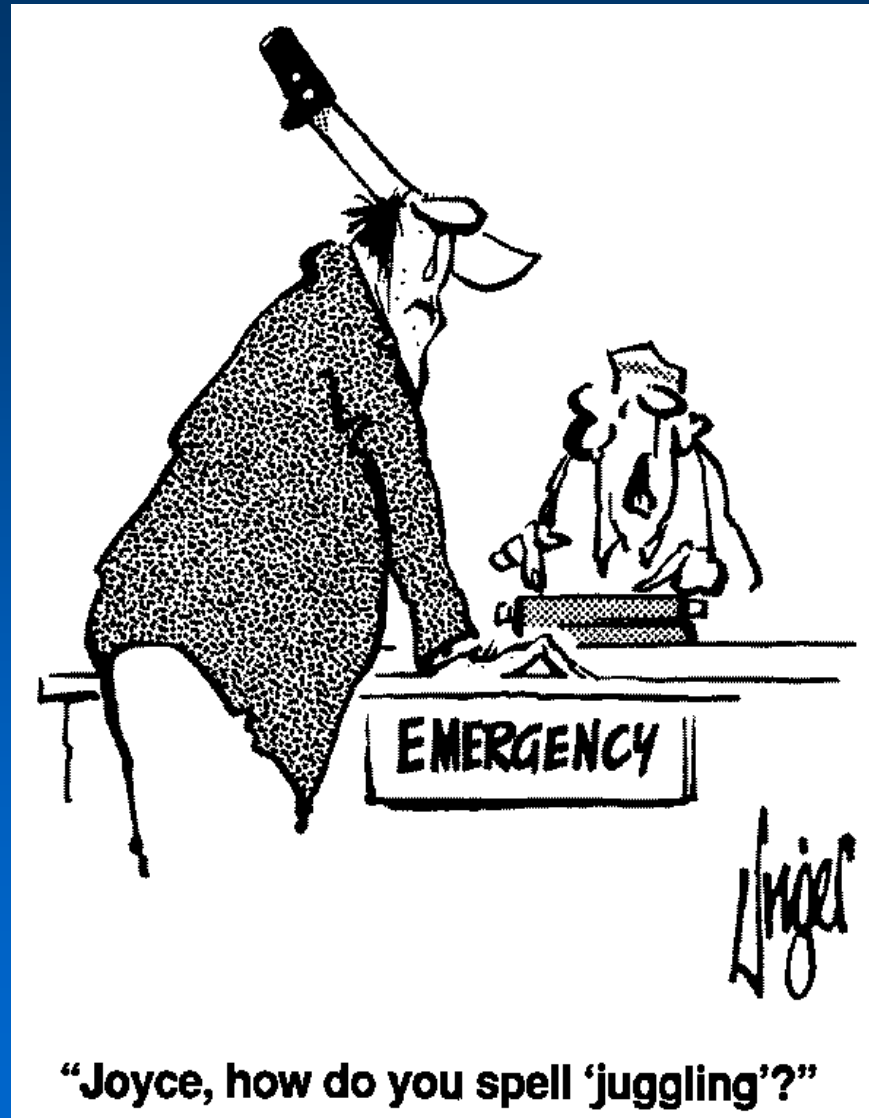
# EMERGENCY ROOM



# Updates

- Introductions
- Davee Communication Group -
  - James G. Adams, MD, Kirsten Engel, MD, Michael A. Gisondi, MD, Gregory Makoul, PhD, Peter S. Pang, MD, Paula Tanabe, PhD, RN, MPH, Laura Min Mercer MS, and Barb Buckley RN.

# Waiting Room



# Waiting Room Initiatives

- Goal: To improve the patient experience through sustained, effective changes
- Better understand the patient's experience
- Leverage the knowledge and experience of staff
- Combine this information for effective, meaningful change
- Current Projects



# Communication

- Focus on the Medical Team
- Gather baseline data from the patient's perspective to evaluate team's strengths and areas of improvement
- Tailor communication training specific to this data
- Evaluate medical team's communication post-training

# Communication Assessment Tool - Team

- 15 item survey
- Also includes a “comments” section
- Takes less than 5 minutes to administer
- Pilot completed
- Baseline data collection currently ongoing; expected completion in mid-December

**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 very much.

	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"/>	<input type="checkbox"/>

**Comments**

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JC - RWJ