

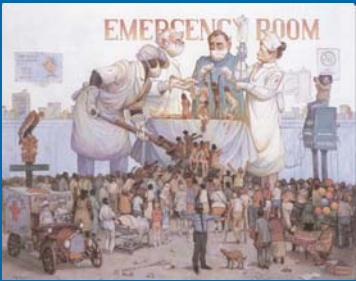
Davee Innovations: Optimizing Communication in the Emergency Department

Background

The goal of this initiative, created by the support of The Davee Foundation, is to optimize communication between the medical team, patients, and families in the Northwestern Memorial Hospital Emergency Department (NMH ED). We strive to offer our patients the *Best Patient Experience*.

Davee Innovations is separated into three project areas:

- ❖ Education
- ❖ Operations
- ❖ Research



❖ Challenges

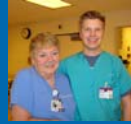
In the NMH ED and EDs nationally, many challenges exist including:

- ❖ Increasing patient volume
- ❖ More medically complex patients
- ❖ Fast-paced/High-risk environment
- ❖ Overcrowding
- ❖ Longer wait times to care for our patients

These challenges can lead to anxious and frustrated patients and families as well as dissatisfaction of the medical team. *Davee Innovations* team works diligently to improve conditions for our patients, families, and the ED medical team.

Operations

Operational improvements are made to help create the *Best Patient Experience* through changes made to the process and flow of the ED for improved communication and faster times to care.



These projects include:

- ❖ Patient Liaison Pilot Project
 - Improve communication flow in the waiting room by providing essential information about the ED processes and flow
 - Let the patient know they have not been forgotten
 - Offer simple comfort measures (e.g. warm blanket)
 - Ease the triage nurses' workload by relaying information to patients and families
- ❖ Triage Registration Process
 - Implemented "Turbo Registration" allowing triage RN to rapidly assess patients arriving for care
 - Main room registrars relocated onto teams allowing better communication flow
- ❖ Triage Redesign Planning
 - Expand space allowing for essential patient care (10 min Door to EKG, CAP 4 hour Door to Antibiotic)
 - Additional triage booths to meet rising volume
 - Strengthen RN/Security team
- ❖ Improved Signage
 - Provide better directions for navigation of the waiting and treatment areas
- ❖ ED Volunteer Advocate (EDVA) Program
 - 10 EDVAs working over 80 hrs per week combined
 - Training program developed and ongoing to facilitate the EDVAs' understanding of the ED's current challenges
 - Help ease patients and families' anxiety and frustration
- ❖ Magazine Racks in the waiting room



Education

Education of our medical team is vitally important to creating the *Best Patient Experience*.

These projects include:

- ❖ Communication Assessment Tool-Team (CAT-T) Education Sessions
 - 4 hour facilitated discussion groups for the medical team based on data collected from the CAT-T, a 14 item patient perspective survey about the medical team's communication
 - Key education points: importance of communication, implications of poor communication, and existing challenges in ED communication
 - Goal: To promote change through guided discussions about developing and supporting improvements in our clinical practice both individually and as a medical team
- ❖ Triage RN Satisfaction Survey
 - Assess the needs of our triage RNs
 - Investigate ways to improve satisfaction
- ❖ Post Patient Liaison Pilot Triage RN Survey
 - Gather information on pilot's effectiveness
 - Survey demonstrated overwhelmingly positive impact on nursing
 - Use findings to support request for Patient Liaison positions
- ❖ Patient Information Brochure
 - Provides patients and families with targeted information about the ED processes
 - Answers commonly asked questions
- ❖ ED Nursing Blitz Education
 - 1 hour session given to over 100 ED RNs
 - Focus: Importance of effective communication
- ❖ Robert Wood Johnson/The Joint Commission: NMH Beta Test Site
 - National communication project
 - Assist in the development of training
 - Share *Davee Innovations'* work and NMH ED initiatives nationally with other hospitals



Research

Research is essential to discovering best practices and ensuring that practices help create the *Best Patient Experience*.

These projects include:

- ❖ CAT-T Pilot (N=80)
- ❖ CAT-T Pre-Test (N=280)
- ❖ CAT-T Post-Test
- ❖ Triage RN Satisfaction Survey
- ❖ Post Patient Liaison Pilot Triage RN Survey



Davee Innovations Team

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