

Improving Patient Experiences in Victorian Emergency Departments



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Context

- Victorian Auditor-General's report *Managing emergency demand in public hospitals* (2004)
- Audit of 25 Victorian Emergency Department waiting rooms (January 2005)
- Government investment into improving patient experiences over four years

Critical Success Factors

- Key stakeholder engagement
 - Emergency Access Reference Committee
 - Emergency clinicians in the field
 - Hospital managers & executive
 - ED Audit Sub-committee steering group
- Consumer research
- Initiatives linked to complement each other and maximise impact

Key Priorities

Audit of Victorian ED waiting rooms

Consumer research

Improving Patient Experience Program

Physical amenity upgrade

- Internal environment
- Facilities
- Special needs

Communications enhancement

- Consumer information materials
- Signage Improvements
- Workshops for frontline staff

Policy development

- Volunteers
- Waiting room management

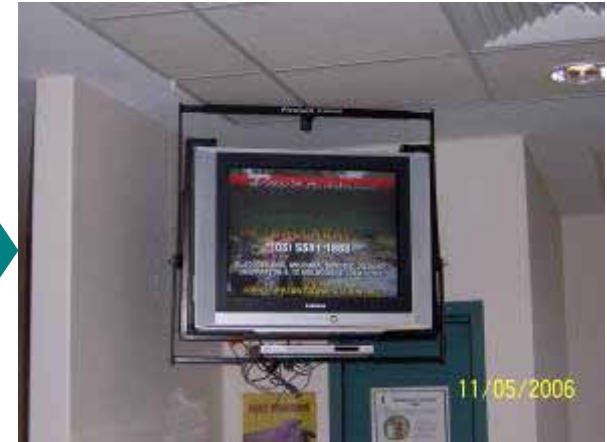


Physical Amenity Improvement

Progress

- Over \$2 million funding to improve ED waiting rooms
 - 20 Metropolitan
 - 5 Regional
 - 11 Rural
- Respond to audit recommendations
- Guidance

Physical Amenity Improvement



Physical Amenity Improvement



Key Research Insights

The Patient Experience



Access		Waiting			Treatment and discharge	
Getting there	Arrival on site	ED first contact	Waiting room	In the cubicle	Discharge	
<ul style="list-style-type: none"> • Is this an emergency? • What choices do I have? • Where should I go? • Closest hospital? • Who should I call? 	<ul style="list-style-type: none"> • Call an ambulance? • Organise family • Clear road signage 	<ul style="list-style-type: none"> • Where do I go for an emergency? • Where can I park? 	<ul style="list-style-type: none"> • Who do I see first? • What is the process? • Why do I have to see two people? • What is being assessed? • How serious is it? • What am I supposed to do? 	<ul style="list-style-type: none"> • Where am I in the queue? (How long will I have to wait?) • Why are others going ahead of me? • What if I get worse? • Have I been forgotten? • How can I tell my family what's going on? 	<ul style="list-style-type: none"> • Who is looking after me? • What is the process? • Why am I still waiting? • What am I waiting for? • Have I been forgotten? 	<ul style="list-style-type: none"> • What has happened while I was in the ED? • What should I do next? • Who is looking after me now? • What if I don't get better? • Will I get a bill?



Fear Anxiety Confusion Boredom Frustration

Communication Enhancements

- Signage improvements
- Communications materials
- Workshops for frontline staff

Communication Enhancements

Progress

- Standardised ED signage improvements
 - Design concepts and pilot testing
 - Site specific implementation at 25 sites
 - Expand to 11 rural in progress
 - Incorporate into new capital developments

Standardised Signage

Go here first ↓
Triage Nurse

What should I do?

- 1 See Triage Nurse
- 2 See Administration Clerk
- 3 Wait to be called
- 4 Tell us if you are feeling worse

Administration
Clerk

While you wait

Kids play area	👶 →
Café (6am - 11pm)	☕ →
Vending Machines	📄 ↓
Public phones	☎ →
Mobile phone area	📱 →
TV	📺 ←
Toilets	🚻 ←

Tell us if you are feeling worse or if you have any questions. You may need to wait during busy periods. Violence against our staff will not be accepted. You will be called 2 times before losing your place in the queue.

Area Waiting Location Waiting room not Code 34

Project Support: Independent Medical Emergency Department
Over Department of Health Services
Open Design Contract 1
Open 2012-2013

Treatment area	Nurses Station
Baby change	Interview room
Kids area TT →	Resuscitation
Kids area TT →	Security
Kids area TT →	Restricted area
Kids area TT →	Isolation room
Kids play area TT →	Pharmacy

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Signage Improvements



Signage Improvements



Communication Enhancements

- Consumer information materials
 - Key information brochure distributed
 - Web based alternatives to ED care
 - Audiovisual materials



Welcome to the
Emergency Department



What should I do?

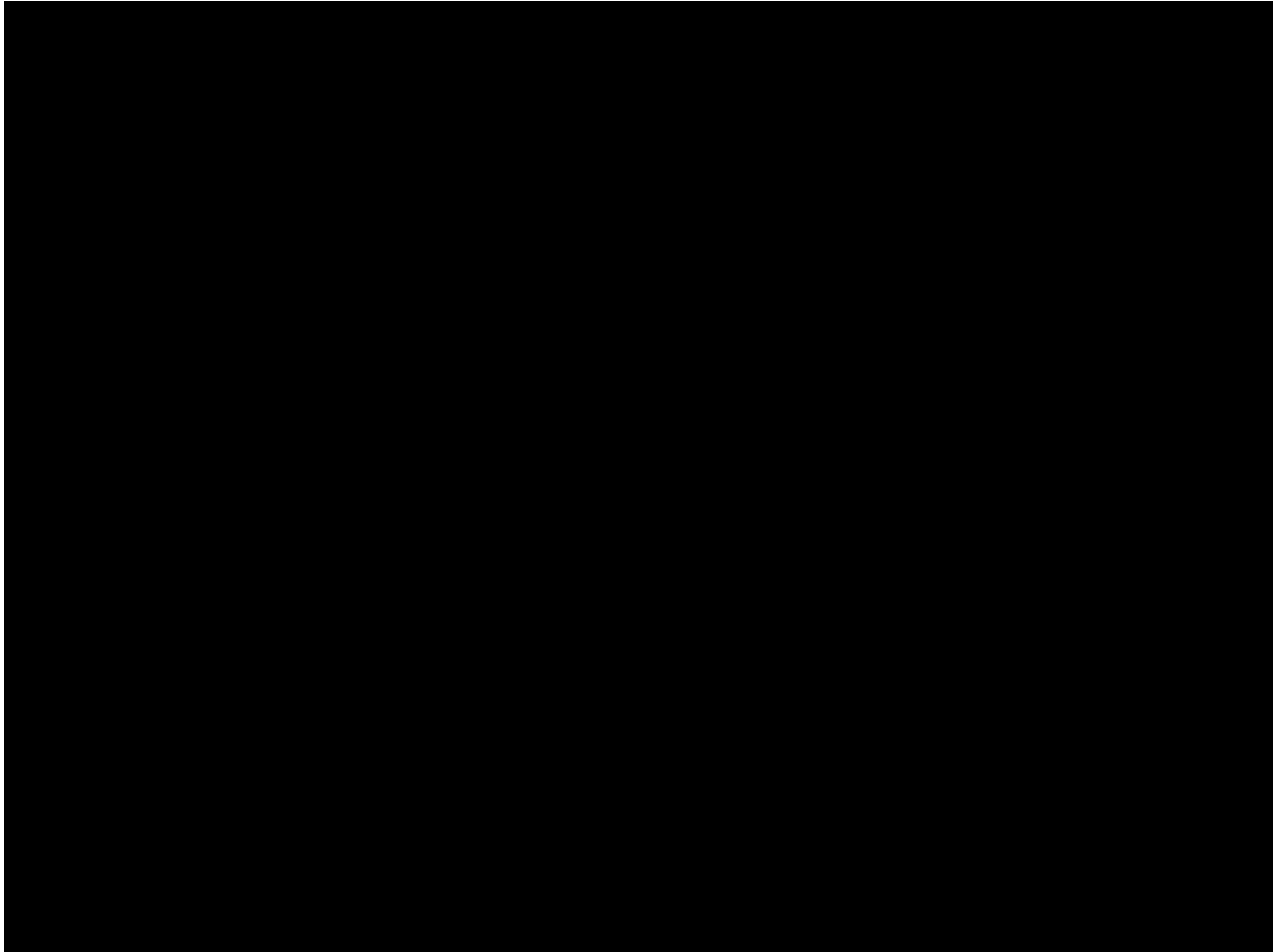
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Victoria. A better state of health.

A Victorian
Government
Initiative



Communication Enhancements



Communications Workshops

- Communications workshop program
 - Team of facilitators trained
 - >1,300 ED staff participated
 - >86% reported program useful or very useful
 - Cross-share meetings with facilitators
 - Ongoing development and refinement

Policy Development

Progress

- Draft policy for volunteers in emergency departments
 - Recommendations for best practice
- Satisfaction monitor

The Future

- Ongoing clinician engagement:
 - Consumer information materials
 - Communications program
 - Waiting room policy
- Innovation and improvements
 - Collaborative network