The HCAHPS Breakthrough Series™ Webinars

Tools

The Top 20 Emergency Department Must Have's

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Custom Learning Systems

The Top 20 *ED Must Have's* *(PAGE 1)*

☐ 1. **Smooth Registration**
Create smooth, optimal access! Conduct mystery patient audits to get a true picture

☐ 2. **Timely Waiting Room/Triage**
Limit waits via efficient triage. Set a goal and continuously improve.
Offer a 30 minute waiting room guarantee

☐ 3. **'Fast-track'**
Offer a 'fast track' process for low-acuity patients, and create a separate waiting room/area

☐ 4. **Attention/Empathy**
Educate staff to make attention and empathy for patients a priority, to reduce fear/anxiety, loneliness

☐ 5. **Question Power**
Develop staff skills to help patient articulate questions

☐ 6. **Family Communication**
- Create a reliable process to keep families informed
- Select a designated person to keep the family informed

☐ 7. **20 Minute Rounding**
Conduct Rounding checks on patients every 20 minutes

☐ 8. **Empower Caregivers**
Train first, then give caregivers freedom to react/fix all service delays

☐ 9. **Ancillary Department Service Agreements**

- Negotiate Service agreements between ED with all ancillary dept's to facilitate smooth handoffs, so that support units mesh well
- Lead each ancillary to examine their processes, make them more efficient.
- Challenge them: can Lab run tests 5% faster? Can Radiology cut 5% from imaging time? Can beds turn faster?
- Create urgency for change. Get buy-in
- Bring all ancillary dept's into ED meeting *(Pt. dissatisfaction comes from dept's not knowing what the other does – and how)*
- Your job: iron out inter-departmental frustration
- Don't develop a form for them. They won't learn if they don't grapple with the process themselves
- Once agreements are in place, all dept's brief their staff, hold them accountable for time targets and mutual support
- Make agreements part of departmental orientation for new team members
- Review agreements quarterly

At a minimum, new agreements should be made between ED and:

- Lab
- Radiology/Imaging
- Cardio-pulmonary
- Med Surg (re: bed availability)
- Housekeeping
- EMS
- Pharmacy

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The Top 20 *ED Must Have's* *(PAGE 2)*

☐ 10. **Bed Status Alert**
Develop centralized bed control and bed status alerts

☐ 11. **Patient/Family Engagement**
Involve patient/family in all care decisions

☐ 12. **Key words/Sentence Starters**
Use emotionally supportive scripting

☐ 13. **Medication Education**
- Explain/educate re: new medications
- Show the these two webinars to all ER Staff

☐ 14. **Cycle of Service**
- Use flow-mapping or Cycle of Service to continuously improve ED flow and efficiency

☐ 15. **Get Organized**
Change physical layout where possible, remove waste steps

☐ 16. **Re-stock**
Re-stock so supplies at hand. No "searching"

☐ 17. **Teach Self Care**
Teach independence, and build patient skills for recovery

☐ 18. **Physician Bonus**
- Write bonus structure into ED physician contracts for 90%tile patient experience
- Coach/support them so they earn bonus

☐ 19. **Master Your Metrics**
Master the metrics of patient flow, i.e.
- Average time – door to discharge
- Average time – door to floor, and engage everyone to set goals for continuous improvement

☐ 20. **Best Practice Gap Analysis**
Conduct an ED Best Practice Gap Analysis

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