

# Engaging patients to create a better ED

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## Abstract:

The Department of Emergency Medicine at the RBWH in Metro North Hospital and Health Service treats up to 74 000 adult only presentations each year. Consumer Engagement is Standard 2 of National Safety and Quality Health Service Standards and in working to improve the patient experience, to engage them in improving our services, we believe that the Standard is well met by a series of activities designed, implemented and measured by the floor-level clinical nursing staff that include a waiting room DVD, orientation brochures, patient focus groups, staff customer service training, followup phone calls and timely complaints handling.

The result of these activities is a comprehensive suite of patient engagement work that has assisted the Department of Emergency Medicine to openly work with patients to improve services and standards of care. This paper will share the activities and results that are creating a patient engagement culture in the Department of Emergency Medicine in the RBWH.

**Key Words:** Consumer engagement, staff led activities, service improvement