

Rounding in the Emergency Department - An opportunity for Consumer Engagement

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Objective

This pilot project examined the extent to which staff in a tertiary hospital Emergency Department (ED) partnered with consumers in their day to day work and were responsive to their needs.

Method

Daily rounds of all ED patients in the admission stream were performed by the Clinical Nurse Specialist team from 30th June 2014 to present. Patients (or their carers if patients were cognitively impaired or non-English speaking) were prospectively invited to participate in a voluntary survey which consisted of standardised questions. These assessed patient/carer perception of staff engagement with the consumer, their understanding of planned management and satisfaction with their episode care. If deficiencies in care or gaps in patient/carer understanding of processes or management were identified these were acted on immediately. Additionally, the ED staff responsible for patient care were provided with immediate feedback.

Results

Preliminary results indicate the majority of patients perceive ED staff engaged effectively and responded to individual needs or concerns. Common concerns raised by consumers related to customer focus, immediate comfort needs and reasons for delay.

Conclusion

The prospective assessment of customer satisfaction provides the opportunity to address consumer feedback during an episode of ED care. This information is relevant to support quality service delivery.