



Here to improve patient experience in the Emergency Department of Lister Hospital

Introduction

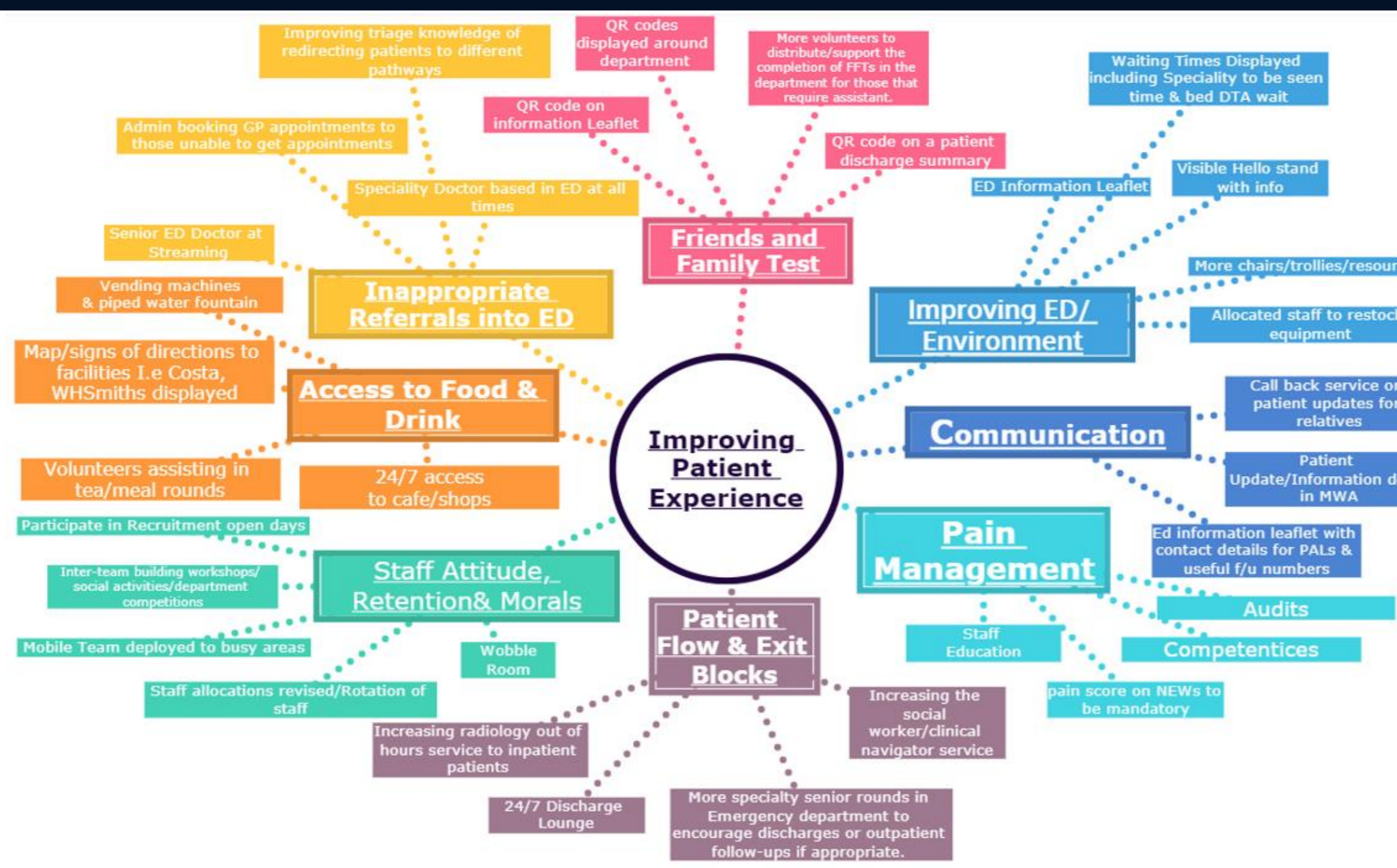
Patient experience is a significant element of quality, alongside providing clinical excellence and safer care. It is the process of what receiving care feels like for the patient, relatives and their carer's, during their experience in the Emergency Department. Understanding patient experience can be achieved through feedback, surveys and interviews that capture data from patients, service users, carers and wider communities. By capturing this information, it enables us to use it to improve the quality of care provided to the patient and their experience.

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6 STEP 7



The improvement methodology

What matters to our team?



Our Shared purpose



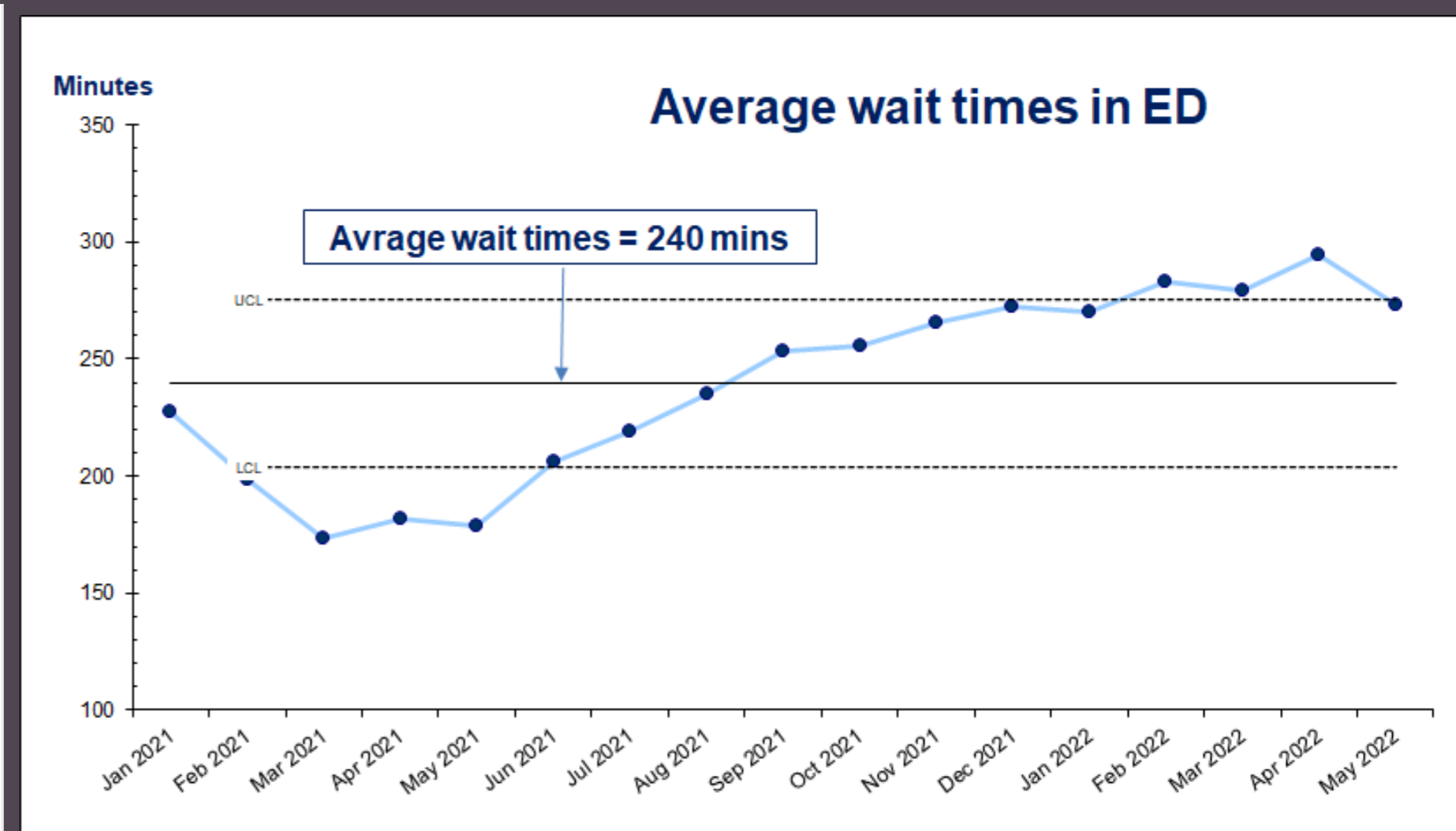
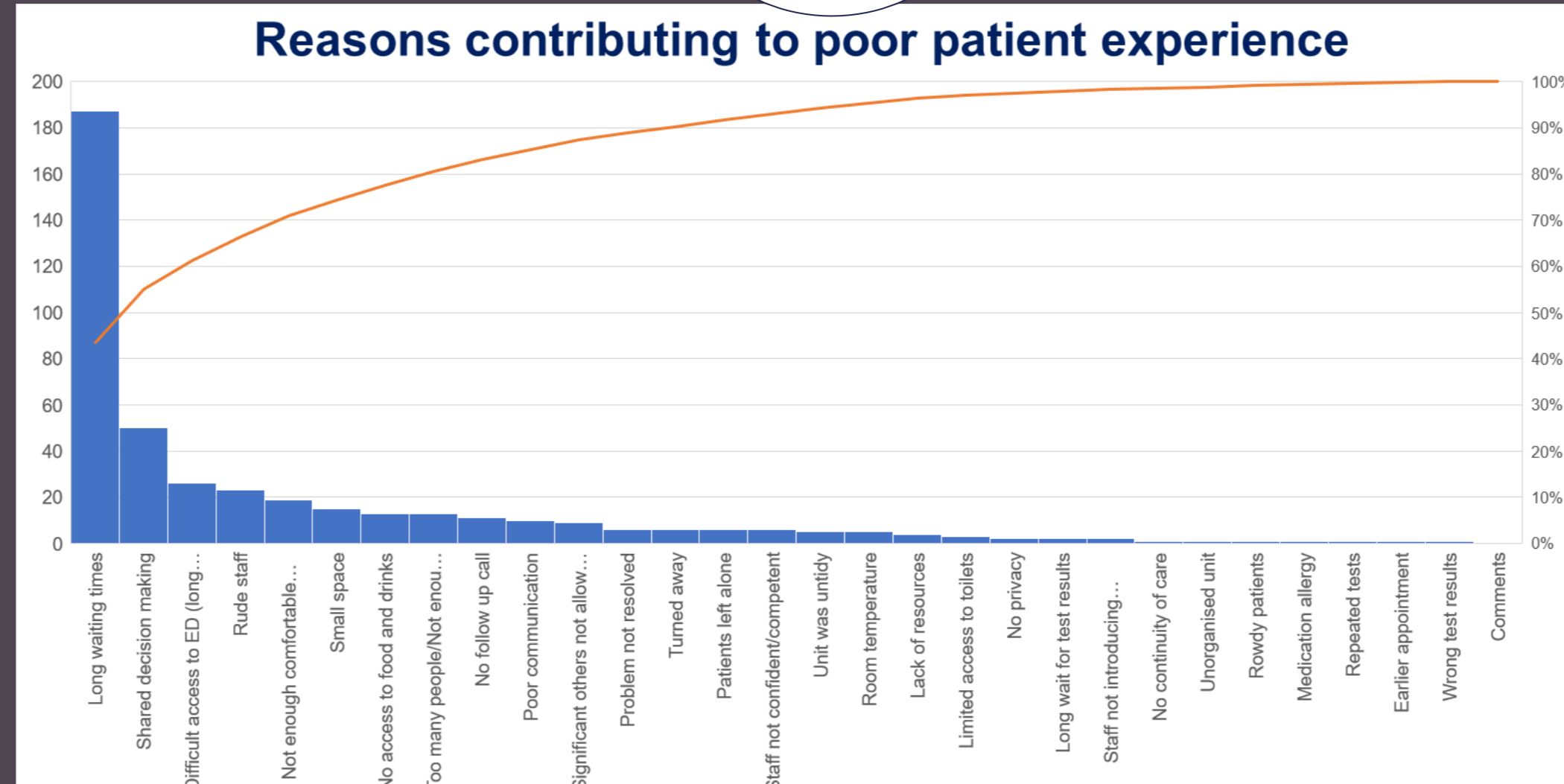
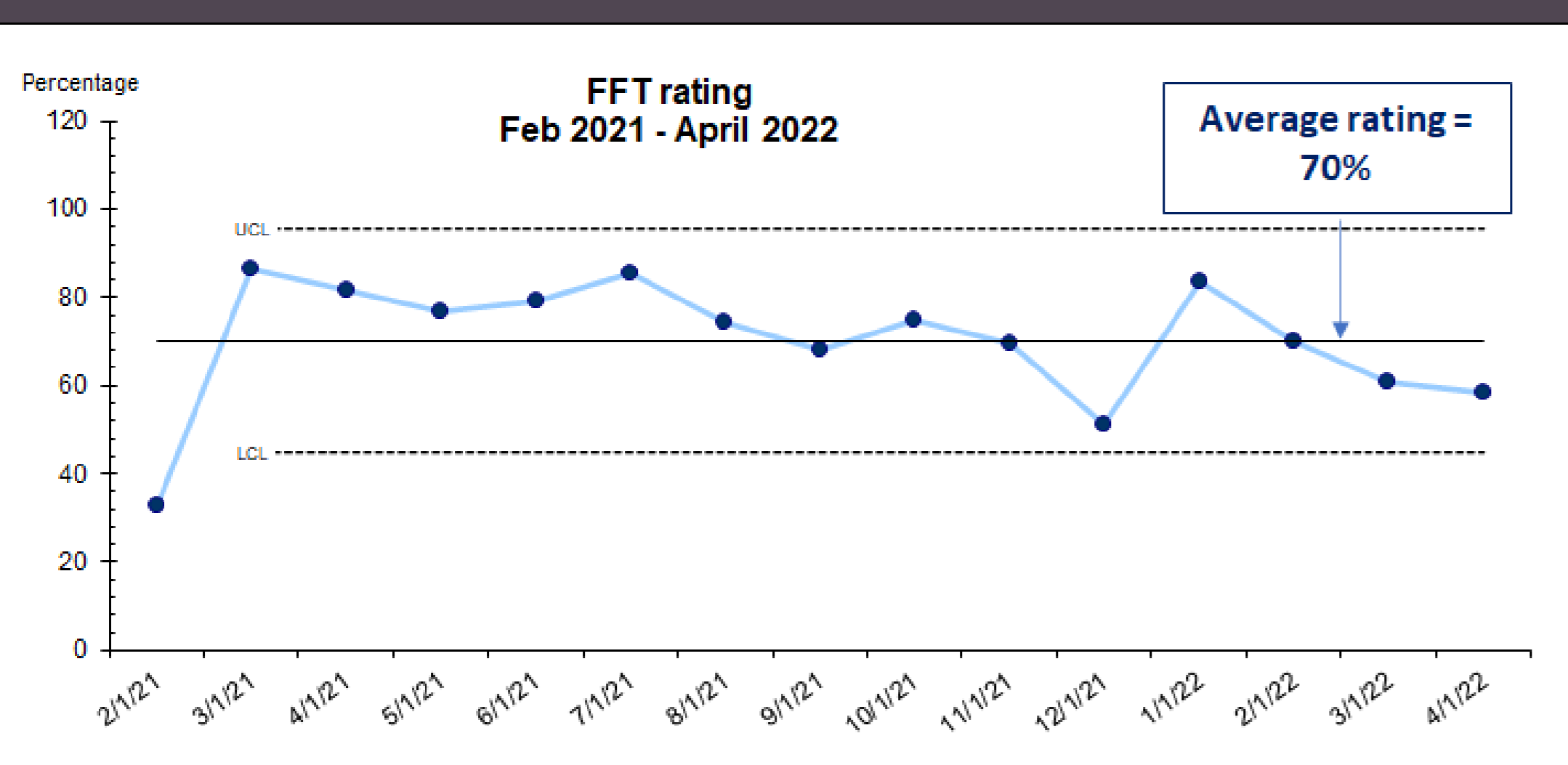
Our Project Team

- Gurdeep Moore
- Roy Crisostomo
- Toni Maguire
- Aisha Nisar
- Jack Ratcliff

Other stakeholders

Doctors, nurses, radiologists, volunteers, receptionists

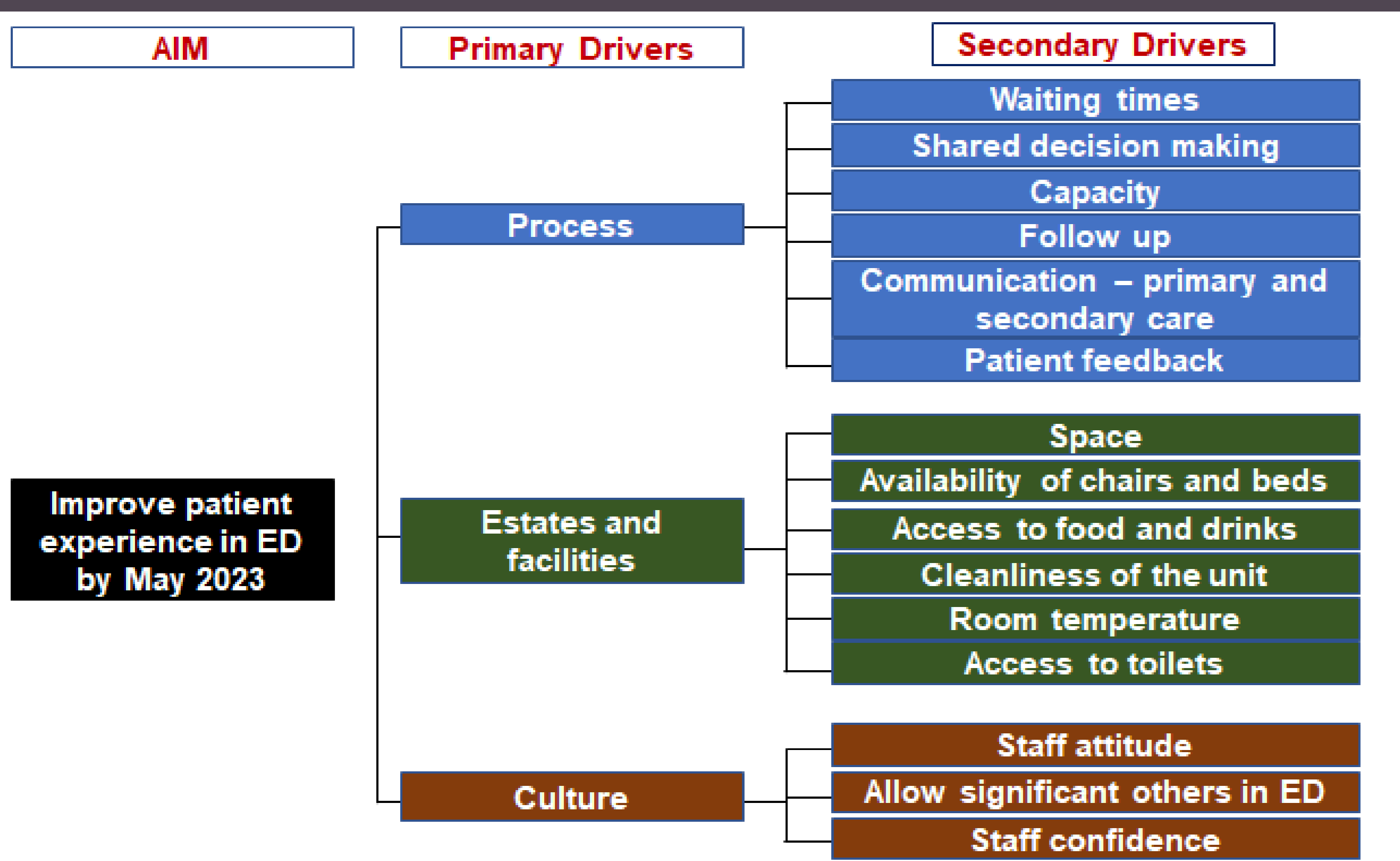
How we understood our messy problem



Patient experience rating in ED is at **70%**

The major reasons for poor patient experience are: **long wait times, patients not being involved in their care, difficult access to ED, rude staff, lack of space, comfortable chairs and beds, no access to food, poor follow up calling, and poor communication**

Our driver diagram



Our aim

Improve patient experience in the Emergency Department of Lister Hospital, specifically:

- Improve patient experience score to 90% by May 2023
- Reduce waiting times by 180 minutes by May 2023

Our Measures

Outcome

- Patient experience score
- Waiting times

Process

- Patient knowledge on ED processes
- Number of FFTs completed
- Staff confidence scores
- Staff satisfaction

Other sources of data

- Patient and family feedback

Change idea to be tested

Change idea: information leaflets with QR codes

- Improve communicating ED processes to the patients including average waiting times and what they would expect along their journey in ED. The leaflets will also contain a QR code that would direct the patients to answering FFT.
- The ED QI team is in the process of laying out the information leaflet



Next steps

Test more change ideas

- Ideas are to improve referral processes, improve knowledge of triage nurses regarding pathways, extending radiology services in ED, digital prompts on nerve centre once diagnostics are done
- Restructuring the physical set-up of ED
- Improving staff retention, morale and staff allocation
- Providing accessible vending machines for food and refreshments
- Putting up a waiting time board in the main waiting area
- Improving on call back services