

Emergency Review - GGH

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Program/Dept: Emergency

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The Emergency Department at the Grace General Hospital has experienced some trends that require corrective action. These trends are increasing complaints about wait times, increasing left without being seen rates, decreasing emergency room visits and increasing frustrations experienced by staff who deal with patients experiencing prolonged waits. The goal of this project is to develop a report with recommendations which, when implemented, will improve the patient flow and patient experience in the Emergency Department.

The goals of the project will be achieved through:

- The examination of the flow in the Emergency Department from the point of patient entry through to discharge.
- An analysis of available data to provide some quantitative indicators of where opportunities may exist for improvement.
- An analysis of qualitative indicators such as: the culture within the department, staff performance, staff attitudes and behaviours, supports provided by other departments, etc.
- A thorough understanding of the underlying factors that are contributing to the trends referenced above would enable the department to implement actions to meet recommended standards of care for patients.