

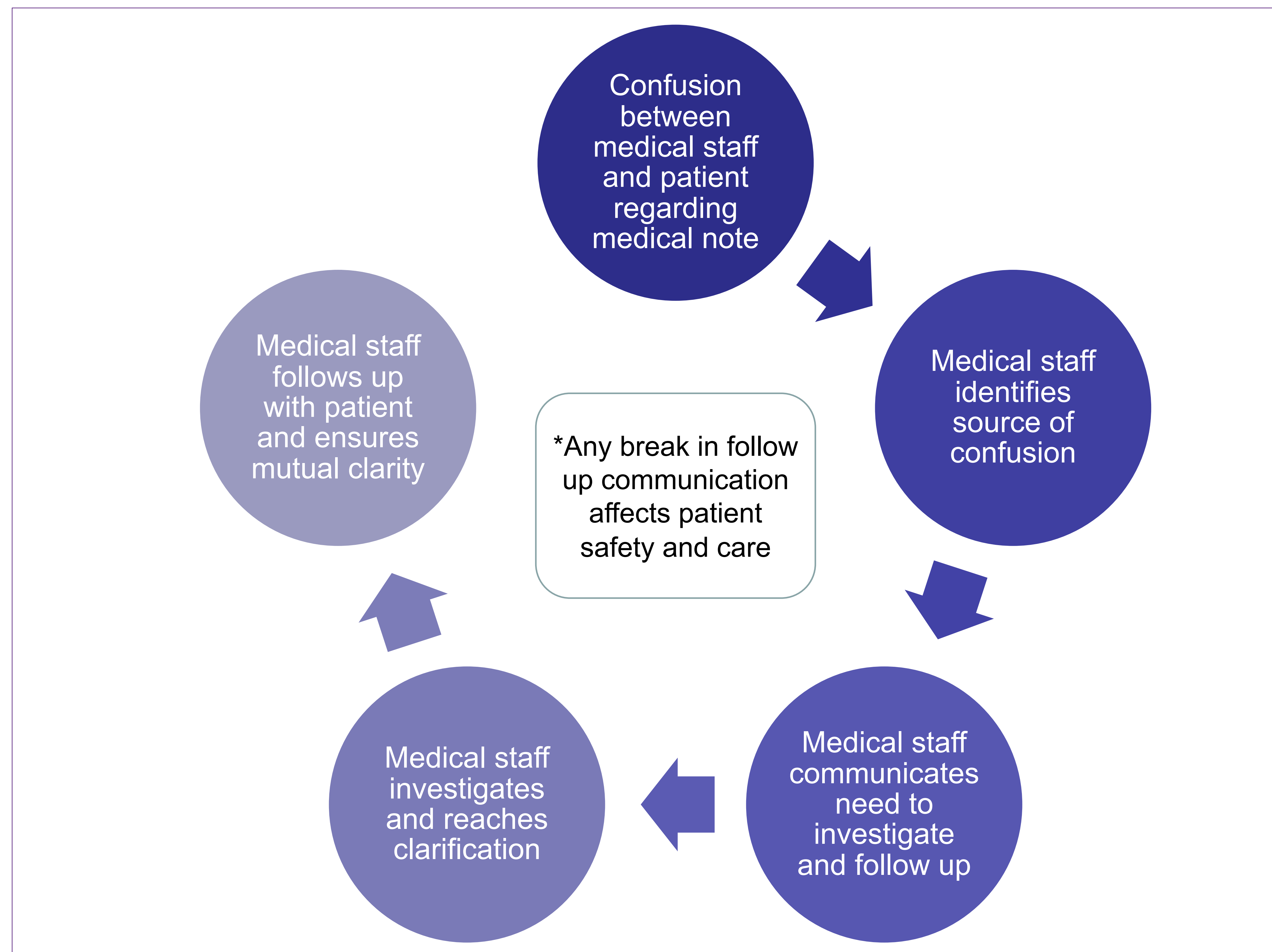
CARE EXPERIENCE SETTING

- ECU Health Endoscopy Lab
- Adult, white male presented to clinic for bronchoscopy, accompanied by his wife.

TOUCHPOINTS

- Check-in/Reception
- Vitals & Work-Up/Nurse
- Pre-Procedure Discussion/Physician
- Preparation & Transport/Nurse
- Procedure/Physician
- Transport/Nurse
- Debriefing/Physician
- Discharge/Nurse

OPTIMAL FOLLOW UP COMMUNICATION



STRENGTHS

- Minimal wait time.
- Extremely welcoming and personable medical staff.
- Staff quickly built a rapport with patient.
- Medical staff continually checked to see if the patient or wife had any questions or concerns.

OPPORTUNITIES FOR GROWTH

- The wheels to the gurney were left unlocked when medical staff left exam room, and the patient's wife briefly lost balance when leaning on gurney to hug patient. No incident occurred.
- There was confusion between the nurse, patient, and patient's wife surrounding the accuracy of a previous medical diagnosis. No evidence that confusion was resolved.
- Provider shrugged shoulders to wife's question regarding the outlook on a collected tissue sample.

RECOMMENDATIONS

- Medical staff ensure patient safety upon each entry and exit of the exam room.
- Address confusion in patient encounter by identifying point of confusion, reaching clarification, and communicating with patient to provide mutual clarity.
- Voice understanding of patient's and caretaker's concerns while maintaining reserved expectations.