Identifying Opportunities for Improvement Through Patient Shadowing at ECU Health Children's Emergency Department

Shantell McLaggan

CARE EXPERIENCE SETTING

• Location: Children’s Emergency Department (CED) at ECU Health
• Patient: 18-year-old male
• Reason for visit: Removal of stitches

CARE EXPERIENCE REPORT

The patient found the removal of his stitches to be uncomfortable, but he appeared satisfied with his visit overall.

CARE GIVERS AND ROLE

• Security: Check for potential threats before entry
• RN’s: Check-in, triage, rooming, stitches removal
• MD’s: Resident removed stitches, attending followed up
• Patient Registration: Collect insurance/payment info

TOUCHPOINTS

2:40 PM--Patient checks in
2:45 PM--RN triages patient and records vital signs
2:52 PM--Patient Registration: collection of insurance info/ID
2:57 PM--Patient brought back to exam room
2:59 PM--Resident arrives to exam room with an RN, stitches removed
3:15 PM--Attending checks over resident’s work and follows up with patient
3:18 PM--RN comes in to discharge the patient

CARE EXPERIENCES

• A moment of confusion: After being triaged, patient went back to the waiting room instead of to Patient Registration.
• Only one employee in Patient Registration.

OPPORTUNITIES

• The entire team was friendly and made the patient feel welcome
• Everyone was respectful to the patient.
• The patient’s wait time was virtually zero.

RECOMMENDATIONS

• Assure that patients are aware of ED flow (where to go for each step)—verbally or with signs.
• Have more than one employee in Patient Registration to reduce the possibility of patients being missed.