

CARE EXPERIENCE SETTING

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

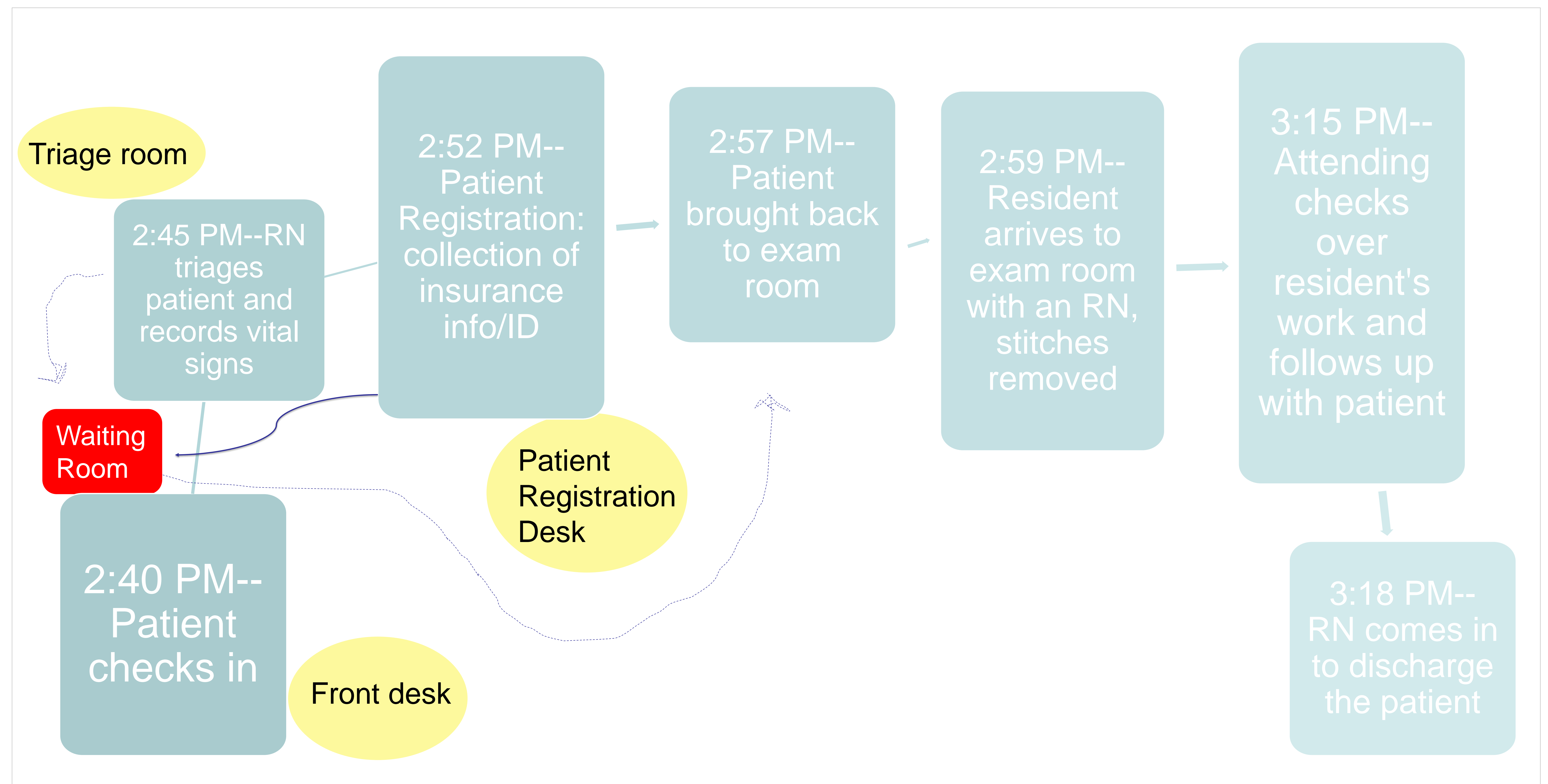
CARE EXPERIENCE REPORT

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



OPPORTUNITIES

- 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.

STRENGTHS

- 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.