PRC BEST PRACTICES

Total Time Spent

Our community of clients is committed to sharing leading improvement practices. PRC Best Practices was created and is always evolving based on the ideas, recommendations, and resources submitted by clients. If you have an idea at work, please share it with us at info@prccustomresearch.com.

SURVEY QUESTIONS

Total Time Spent: Would you rate the Total Time spent in the emergency room, from the time you arrived to when you left as:

Response Options are:

Excellent   Very Good   Good   Fair   Poor

- "Bedside Triage" allows a patient to be put immediately into a bed if there is one available. The triage process is then completed in the room. As the department becomes full, the process reverts to triaging in the waiting room.

- "Wait at Home ER" allows a patient to schedule a visit to the ER on the hospital's website. Once a patient schedules a visit, a Charge Nurse would be notified in order to review the patient's information and call the patient for further clarity if necessary. The patient would then be asked to come in immediately or be given a specific time to arrive. Upon arrival, the patient is registered and taken to a room immediately.

- A brochure that addresses commonly asked questions in the ER allows a patient to have questions answered without having to ask anyone. The brochure would be given to every patient who comes to the ER and would address questions such as:

    – How much time will my visit take today?

    – What questions will the staff ask me?

    – Do you have anything to keep me or my children busy while we wait?

    – Can I have visitors while in the ER?

- Implement an electronic grease board that could be accessed from any computer in the ER. It would allow staff to see what tests have been ordered and what tests have been performed.

- Implement a call log which allows staff to enter a patient's name, condition, and nay tests or preferences a physician has ordered for patients that the physician sends to the ER. The call log alerts the staff when the patient has arrived and can allow them to start tests even before a room is available.

TO TRACK YOUR PATIENT PERCEPTION SCORES ON THIS QUESTION:

Visit www.prceasyview.com for data updates.

PRC's "EasyView to You" feature can email your desired reporting view of the scores to you on a schedule of your preference.

For assistance contact PRC's PRCEasyView® Support Team at 1-800-547-9584.

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