

2011 Standardized Emergency Department Metrics Crosswalk to Patient Expectations and Evidence-Based Tools and Tactics

Standardized ED Metric	Patient Expectations	Evidence-Based Tools and Tactics to Improve
BEGINNING—UPON PATIENT ARRIVAL <ul style="list-style-type: none"> • ED Arrival Time • ED Offload Time • ED Transfer of Care from Prehospital Providers Time • ED Triage Time • ED Treatment Space Time 	<p>Acknowledged upon arrival and triaged promptly with courtesy and respect</p> <p>Kept informed of next steps</p>	<p>Expedited triage process</p> <p>Immediate bedding</p> <p>Hourly Rounding in reception area</p>
MIDDLE—DURING ED VISIT <ul style="list-style-type: none"> • ED Physician/Advanced Practice Registered Nurse (APRN)/Physician Assistant (PA) Contact Time 	<p>Seen by ED provider in a timely manner (best practice is 30 minutes or less)</p> <p>Checked on frequently during the visit—want to be more than just a number</p> <p>Kept informed of next steps</p>	<p>AIDETSM/Key Words</p> <p>Hourly Rounding with focus on pain, plan of care, and duration (PPD)</p> <p>Bedside Report</p> <p>Leader Rounding on Patients</p>
END—CLOSING THE VISIT <ul style="list-style-type: none"> • ED Documentation of Disposition to Discharge Time • ED Decision to Admit Time • ED Admission Time • ED Departure Time 	<p>Discussed results and diagnosis with ED provider</p> <p>Able to ask questions</p> <p>Kept informed of next steps</p>	<p>ED provider conducts formal close with patient using AIDET and Key Words</p> <p>Post-visit phone call within 48 hours after the visit</p>

For more information, please visit www.studergroup.com.