

Title:

An Internship Analysis of Patient Experience

Authors:

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Abstract

Creating positive experiences within emergency departments that have high volumes of patients and limited space is a long-standing issue. MultiCare Good Samaritan Hospital's Off-campus Emergency Department (OCED) in Parkland, WA was built for a volume of 50 patients per day, but now sees an average of 120 per day. The OCED aims to understand how their high volume of patients affects patients' experience. They regularly gather patient data through after-visit satisfaction surveys and staff notes during patient rounds. I conducted rounds to collect real-time feedback on patient experiences and recorded this in the Cipher Rounding system. I used these data alongside weekly data reports from post-visit surveys to identify the most common patient concerns during visits. Both datasets showed that most patients were pleased with their visit because wait times were shorter at this location than at the emergency room in Good Samaritan Hospital. The data also showed, patients whose visits were conducted in the hallways were less pleased because they could not lie down in a bed and lacked the privacy they wanted. Overall, OCEDs need to be built to accommodate heavier patient volumes to reduce wait times and negative patient experiences. One aspect revealed during rounds was that patients do not seem to know what to expect at EDs. If patients were more clearly informed of what to expect when they visit an ED, they would ideally have more positive experiences in emergency departments such as this one.

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