

## Abstract

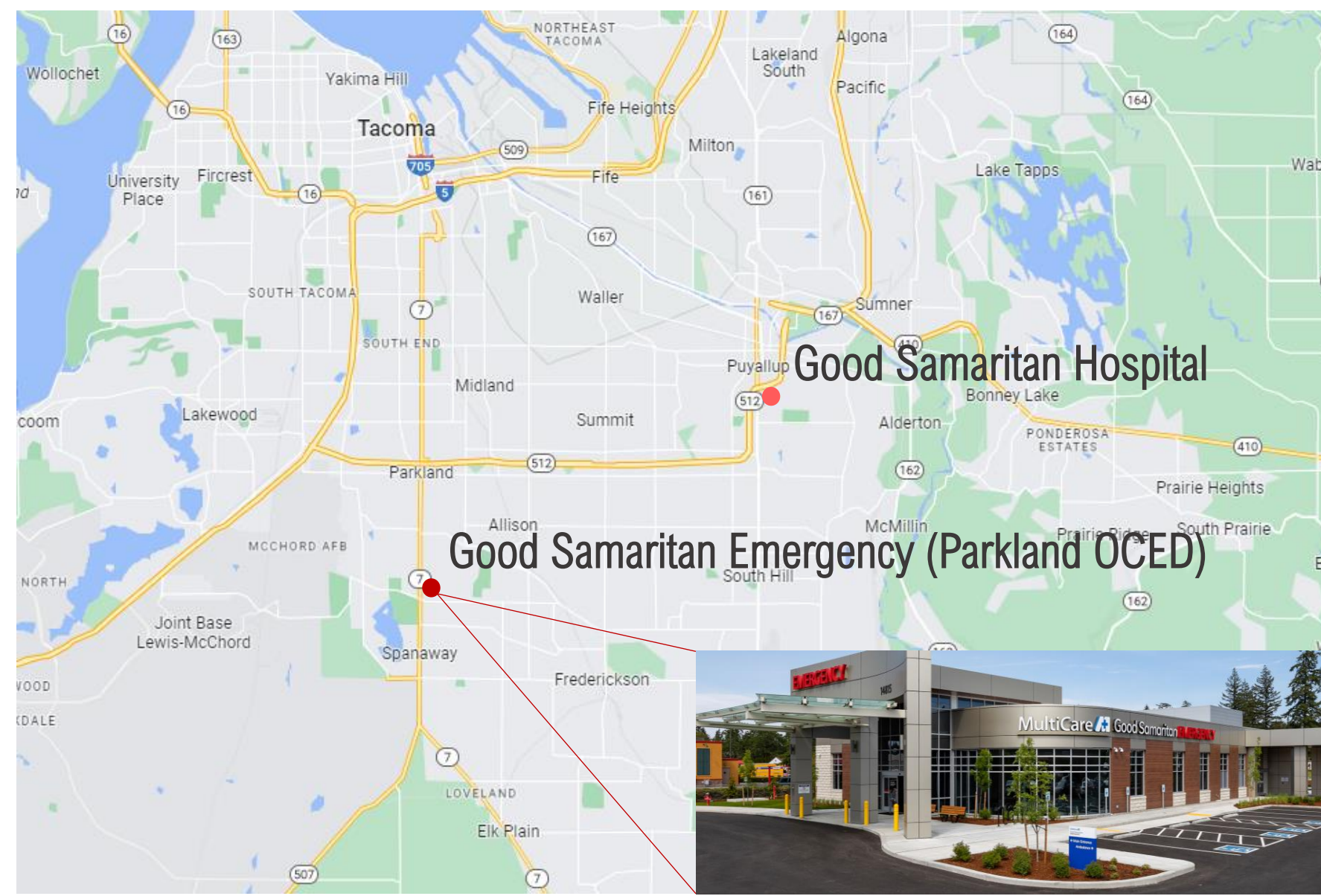


Figure 1. Geographical locations of emergency departments.

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 in 2019 for a volume of 50 patients per day, but now sees an average of 112 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.

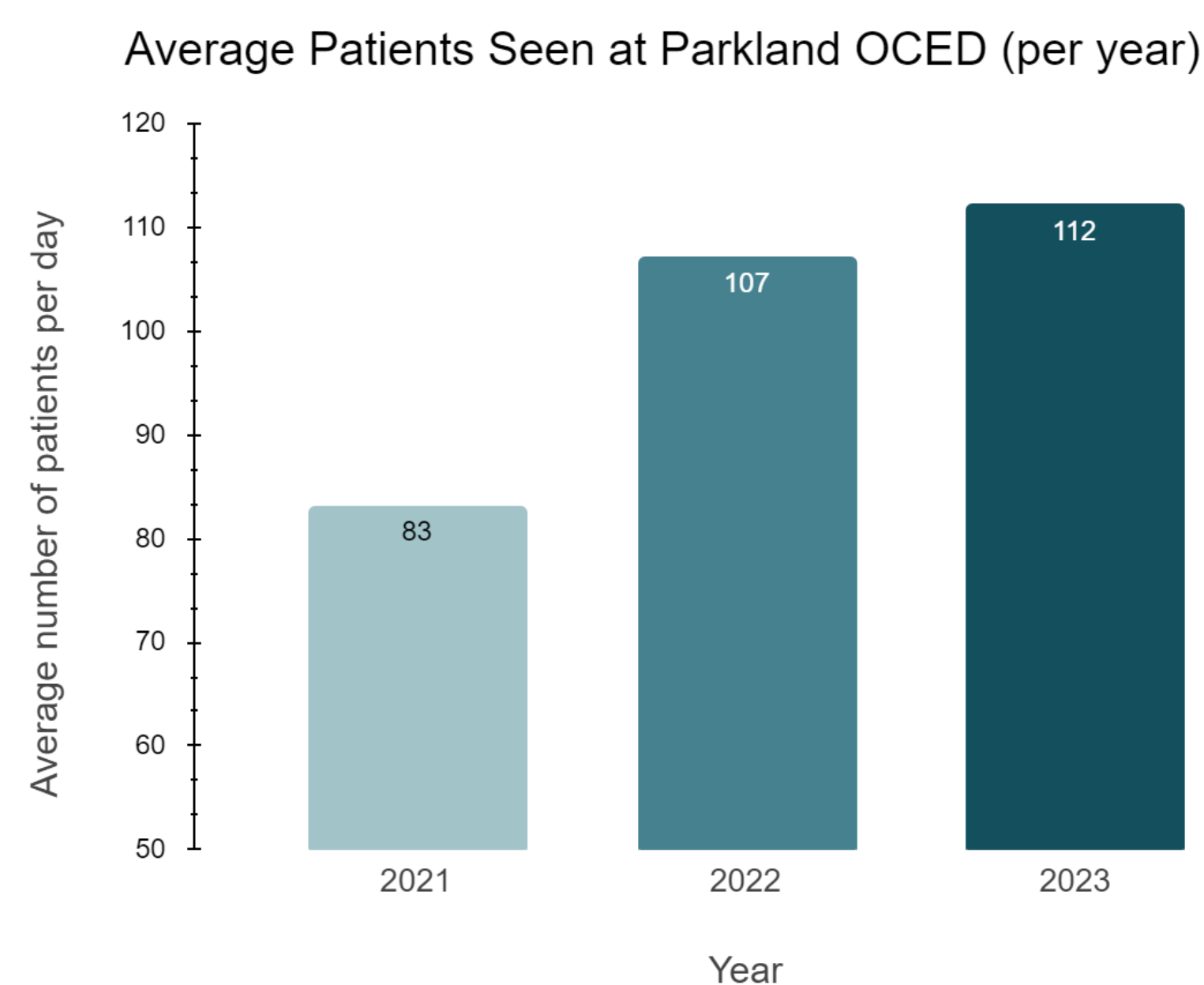


Figure 2. Average number of patients seen per day for the last 3 years.

## Methods



In-Person Rounding



Post-visit Surveys

## Results

### Post-visit Surveys

- 590 patient comments gathered from May 7 – July 15, 2023

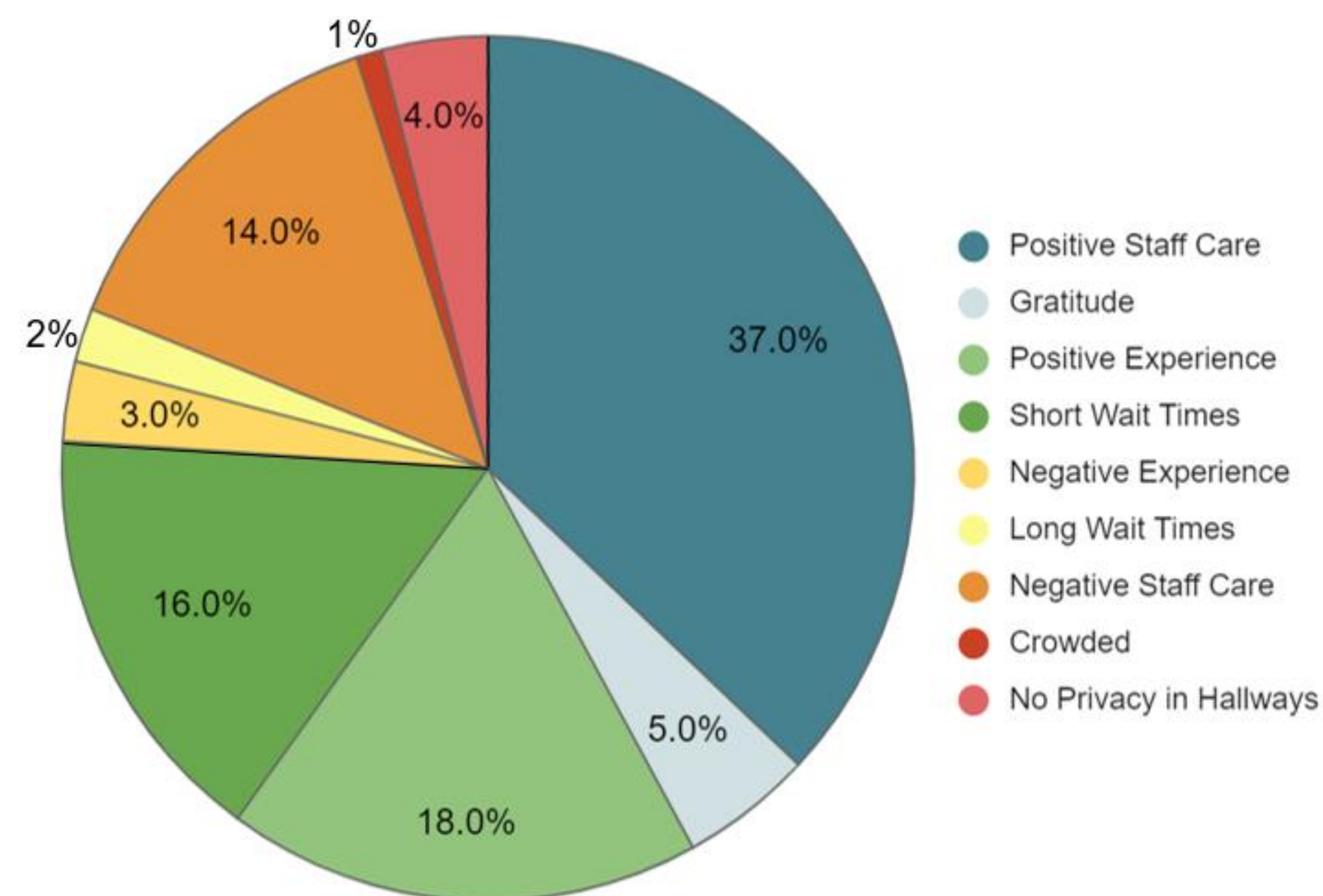


Figure 3. Common themes of post-visit patient comments from Press Ganey

### In-Person Rounding

- Patients in hallways lacked the privacy and comfort they desired.
- Many patients visited Parkland OCED because the wait times were shorter than at other hospital ERs.
- Most patients were pleased with their visit and the care they received.

### Wait times between Good Samaritan ED and Parkland OCED

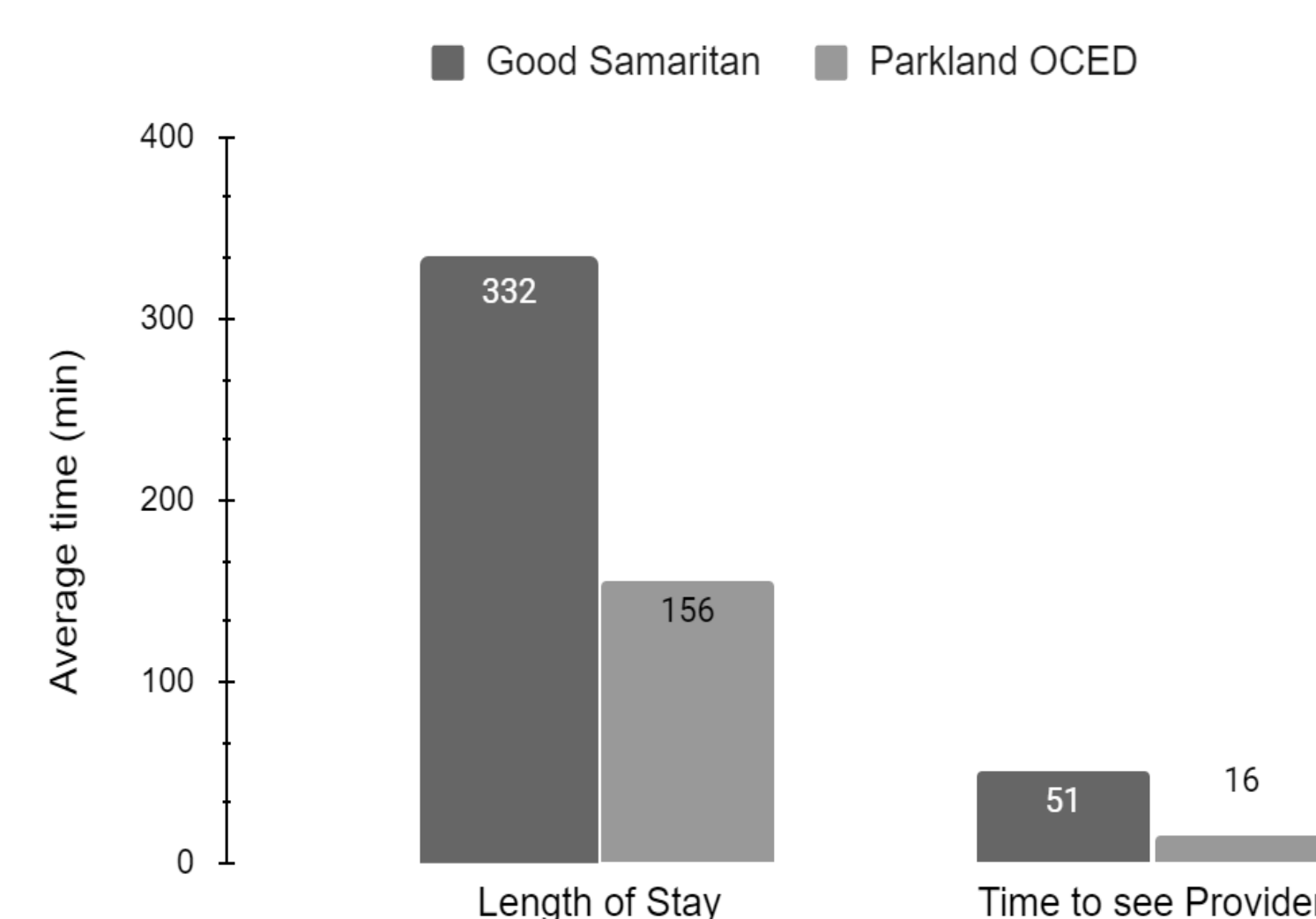


Figure 4. Time comparisons at Good Samaritan ED and Parkland OCED

## Conclusion

- OCED buildings should be built to accommodate more volumes of patients than forecasted.
- Patients should be clearly informed of what to expect by ED staff when they visit an ED.
- Most patients are happy with staff care at this OCED location than initially thought.
- Both methods of data-gathering provide complimentary insights into patient experience.

## Future Studies

- More research exploring how ED staff are communicating and informing patients on what to expect during their visit.
- Further dissection of positive and negative staff care to identify what care affects patients during their visit and use that information to eliminate/minimize negative experiences.

## Acknowledgements

- MultiCare and my internship supervisor Cindy Kratochvil
- Good Samaritan Hospital
- University of Washington and my capstone supervisor Dr. Saumya Sankaran
- Emily Sleipness who provided patient data from Emerus
- The patients who provided me with this data
- SEED Internships

## References

