

Emergency Department wait times: Quality Improvement

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While emergency department wait times can be exhausting, they can also affect the high-quality care of patients with life-threatening health conditions. People are dying daily, and getting the proper help on time is crucial to better health. Quality improvement in the Emergency Department must be made through health professionals finding active and working protocols to promote quality care (QSEN Institute, 2020). Finding effective strategies to benefit the healthcare team and the patient will set a better working environment between the community and the staff. Emergency department charge nurses triage patients when they arrive at the emergency department, promoting quality improvement (QSEN Institute, 2020). Patients who are not put as a priority to be seen first in the emergency department might receive a different level of quality care than other patients receive. This quantitative quality improvement study was to describe and develop an understanding of the information needed for patients in the emergency department waiting room concerning emergency department wait time notification (Calder-Sprackman et al., 2023). Allowing patients to believe and feel cared for properly is vital. This study does a great job of explaining why quality care and effective wait times should be implemented correctly for all patients.

Article Summary

This article pinpoints the effect wait times can have on individuals with life-threatening conditions (Calder-Sprackman et al., 2023). In this article, a mix-method study at a Canadian tertiary care academic center was conducted to see the difference in wait times for individuals coming into the emergency department (Calder-Sprackman et al., 2023). Patients are healthcare

consumers and essential stakeholders in the emergency department (Calder-Sprackman et al., 2023). A safe, positive patient outcome that leads to quality patient care is essential in healthcare (QSEN Institute, 2020). Many times in hospital emergency departments, patients have outcomes that seem negative, which is mainly related to excessive wait times. Quality improvement is vital when ensuring patients get the safest, most effective outcome in the emergency department.

Introduction (note that the key points is flush to the far left *delete this comment)

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Quality Improvement

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References

QSEN Institute. (2020). *QSEN competencies*. https://qsen.org/competencies/pre-licensure-ksas/#quality_improvement

Calder-Sprackman, S., Kwok, E. S. H., Bradley, R., Landreville, J., Perry, J. J., & Calder, L. A. (2021, April 22). Availability of emergency department wait times information: A patient-centered needs assessment. *Emergency medicine international*.
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8084678/>