

6. Improving Customer Satisfaction in the ED

The Emergency Department is implementing multiple improvements to enhance customer satisfaction. The goal is to provide quicker service in the Emergency Department. The average time per patient in the ED was reduced by one hour from November 2006 to November 2007.

Triage Team:

1. The triage time has been reduced to 15 minutes
2. Triage nurses have received specialty training

Customer Service Team:

1. Guest services representatives make rounds in the lobby every hour
2. Pagers are used to alert waiting patients of a ready bed
3. Whiteboards located in each room show the name of the nurse and physician
4. Feedback cards are distributed for patients to make comments and suggestions



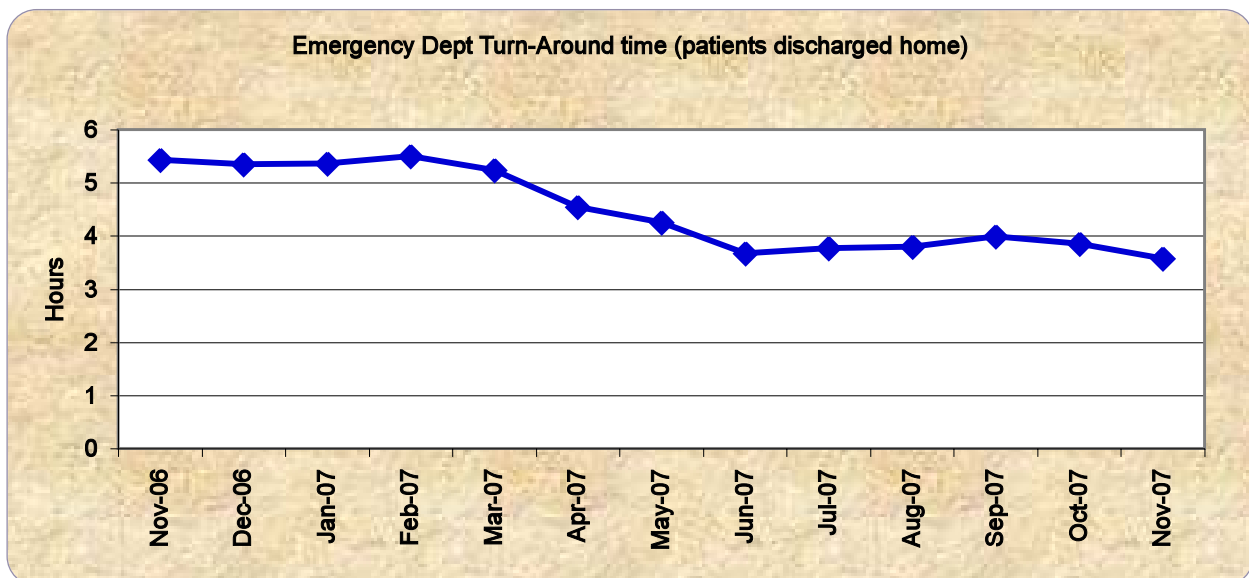
Pager used in ED



ED Staff

Throughput Team:

1. Electronic documentation system
2. Faster EKGs and X-rays



The time patients wait to be seen in the ED to the time they are discharged has decreased.