

Medical Center Emergency Department Patient Satisfaction Improvement Team Team Charter

Team Purpose:

The purpose of the Patient Satisfaction Improvement Team is to initiate, implement, and oversee the implementation of operational improvements within the ER and within support departments that result in the following:

1. Reduced patient waiting time, throughout the patient flow process (waiting room, triage, treatment, testing, disposition, transportation, discharge, etc.).
2. Improved patient satisfaction, throughout the patient flow process (waiting time, nurse interaction, staff interaction, physician interaction, etc.).
3. Improved physician and nurse practitioner satisfaction, throughout the patient flow process (test waiting time, delays, improved communication, etc.).
4. Reduced cost, principally through reduced LWTs.
5. Improved ER staff satisfaction, principally through increased involvement, improved communication, efficient work systems, increased positive recognition, etc.
6. Improved teamwork between ER and support departments, principally through improved communication, elimination of obstacles to cross department cooperation, increased involvement and engagement across departments, improved coordination and collaboration across departments, etc.
7. Establishment of the community perception of the ER as the preferred choice for emergency services due to speed of service and customer service orientation (fast and friendly).

The work of the Patient Satisfaction Improvement Team will be completed through analysis of current process issues, research and reapplication of relevant best practices, process performance measurement, extensive staff involvement in redesign activities, comprehensive implementation planning, and effective implementation plan execution that yields significant improvement in outcomes as measured by predetermined performance indicators. The Patient Satisfaction Improvement Team will launch, staff, and coordinate the efforts of additional improvement teams such as:

1. The QuickCare Design and Implementation Team.
2. The Lab Test Turnaround Time Improvement Team
3. The Clinical Decision Making Unit Design and Implementation Team

Process Focus:

Processes that will be improved as a result of the efforts of this team and additional improvement teams include:

Registration, Triage (Including Clinical Assessment), Patient Flow (All Aspects for Discharged, QuickCare, and Admitted Patients), Discharge (ED Only) and Admissions (Including Bed Control)

The Patient Satisfaction Improvement Team will also coordinate the implementation of improvements in organizational design, job design (role descriptions), ER performance scorecards, systems for performance monitoring, implementation of computer system improvements, and marketing efforts directly related to the ER.

Organizational Goals Impacted By This Team:

- Increase Patient Satisfaction
- Increase Physician and Nurse Practitioner Satisfaction
- Improve Financial Performance
- Improve Market Perception

Team Performance Indicators:

- Realtime Patient Satisfaction Scores (Reviewed Every Two Weeks)
- Patient Wait Times (Various Steps of the Process)
- Physician and NP Treatment Time (Seen to Dispo Order)
- Nurse Treatment Time (Seen to Dispo Order)
- Staff Satisfaction Scores (Periodic Surveys)
- Physician Satisfaction Scores (Periodic Surveys - ED and Admitting Physicians)
- Percent LWT's

Team Members/Leader/Coach/Recorder: Insert Names

Ad-Hoc Team Members (Will Attend As Needed): Insert Names

Team Meeting Schedule: Every Two Weeks – Two Hours

Senior Management Team Link (Monthly Reports): Insert Names