Patient and Clinician Perspectives on Collaborative Work in the Emergency Department

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Objectives

To compare patient and clinician perspectives on collaborative work that occurs in the Emergency Department.

Methods

Data collection

- Patient feedback:
  - Written care partner feedback
  - Two 1-hour focus groups (3 patients, 2 care partners)
- Clinician feedback:
  - Written feedback from ED nurses
  - Written feedback and meeting (ED nurse, 2 ED physicians)

Data analysis

- Activities on PJM discussed by patient, care partner and ED clinicians
- Compared perspectives on collaborative work in ED

Results

ED Patient Journey Map

- Patient and clinician perspectives
- PJM feature: Differing perspectives on the importance of the mode of arrival to the ED

Objective

To compare patient and clinician perspectives on collaborative work in the Emergency Department.

Introduction

- Older adults (≥65) presented to the ED >27 million times in 2019\textsuperscript{1}
- In the ED, older adults experience ageism, poor communication with clinicians, challenges at discharge\textsuperscript{2}
- Older adults value interactions with ED clinicians (e.g., person-centered care, shared decision making)\textsuperscript{3}
- Patient-clinician interactions = Collaboration: complex process that includes multiple perspectives (patients, clinicians)

Conclusions

- Patient & care partners view collaboration, their communication needs, and their roles in collaboration differently than ED clinicians
- PJM simple and succinct (patients & care partners) vs. complete and extensive (ED clinicians)
- Different vocabulary
- Patient role in collaboration: passive (patients & care partners) vs. active (ED clinicians)
- Patients, care partners & ED clinicians value the concept of a care team
- Opportunity for ED clinicians to invite patients and care partners to be members of care team

Limitation & Future Work:

- Secondary analysis
- Opportunity to study patient-clinician collaboration in depth, as well as in different settings & with different population

References

4. Clostridioides difficile prevention bundle: Understanding common, unique, and conflicting work system barriers and facilitators. Infection Control and Hospital Epidemiology, 41(10), 923-930.