



## **Appreciative Inquiry Process to Improve Emergency Patient Arrival Experience**

### **Challenge:**

Patient feedback data indicated that the arrival experience at this hospital's emergency center. I organized a multidisciplinary team with representation from departments with roles in the emergency patient arrival experience. Appreciative Inquiry focuses groups on what they do well already and on the effort to do it more often, as well as on an imagined best-case state with strategies and pathways they design to reach it.

### **Solution-building process and results:**

Using Appreciative Inquiry techniques team members gathered information from key stakeholders, including patients and families, care givers, security personnel, housekeeping and volunteers about their most memorable emergency care experiences and what components made them memorable. With team members, along with patient representatives, I facilitated journey mapping and tours of the Emergency Center arrival experience to identify best practice as well as pain points. Brainstorming ideas responsive to the gathered data, the team facilitated new, bi-lingual signage, customer service training for registration personnel, rocking chairs in the waiting room, and a special patient passport to be used by all departments in the Emergency Center to help explain expectations and track progress in the care process for patients and families.

In addition to the targeted patient experience improvements implemented by the group, I noted a new cohesiveness on the Emergency Center team, as members of multiple departments shared goals and values regarding patient arrival experience. Shared values and goals, combined with mutual understanding of the arrival experience future state and the responsibility of all to achieve it, created a more patient-focused culture in the Emergency Center, with the potential to continue building improvements in the arrival experience.