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Emergency Department Wait Time Interventions Impacts on Patient Outcome and Hospital Stay

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Care Management Activities of Patients in Emergency Department

Background: In the healthcare setting, emergency room visits and wait times have always been a topic of discussion. Patients can suffer short and long-term consequences by having prolonged wait times and delay in the emergency department. **Purpose:** This project aims to address the question: Among adult patients in the emergency room, what are the care management (Interventions and Activities) that impact their health outcomes and hospital stay? **Methods:** This evidence-based practice project utilized PRISMA diagram and Johns Hopkins Evidence-Based Practice Tools to appraise and analyze literature, identify evidence levels and quality rating. **Results:** By triaging patients, the most critical patients are seen first to try to result in the best outcome for the patients. When triage is used properly, patients have shorter wait times and will have better health outcomes. Having a support system help enrich the patient's hospital stay. Having a trusting relationship with a patient's healthcare team is essential. When patients have caring relationships with healthcare providers and a companion with them in the emergency department, this will help them to want to receive the care that they need as well as establish a healthy patient/care team environment.