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## Shortening Wait-Times in the Emergency Department

Laura Clark

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## Shortening Wait-Times in the Emergency Department

### Abstract

Many Americans visit the Emergency Department (ED) every day for a variety of reasons. Some are extreme emergencies while others could be handled by a primary care provider (PCP).

However, the EDs throughout the United States and other countries throughout the world are consistently known for their extended wait-times. Evidence has shown the average ED wait-time is about 145 minutes, being significantly longer in other states. In a state of emergency, 145 minutes could mean life or death. Shortening wait-times in the ED is crucial to saving lives, efficiently utilizing staff members, and satisfying patient needs. In this project, various methods of ED organization will be examined such as: the lean principles, diversion, and the queuing method. There are numerous theories on managing patient flow such as: the lean principles, diversion, and the queuing method. Additionally, ED nurses and ED patient perspectives have been documented and will be examined to see if there is a unique perspective on how to manage ED patient flow better from those around it often. Once the various methods are examined, a proposal will be made on the best way to shorten wait-times in the ED. The methods will be analyzed by looking at the wait-time data and evaluating effectiveness.

*Keywords:* Emergency Department, wait-times, patient-flow

## Shortening Wait-Times in the Emergency Department

### Citations

Routhier, S., & Walker, D. (2022, July 9). *States with the longest emergency room wait times [new data]*. AutoInsurance.org | Compare Cheap Online Auto Insurance Quotes. Retrieved October 21, 2022, from <https://www.autoinsurance.org/longest-emergency-room-waits/>