



Ubuntu 2024 Workshop

Title:

Enhancing Rural Emergency Department Efficiency: Strategies for Sustainable Patient Flow

Facilitators:

Christopher Patey BSc (Hon) MD CFPC FCFP FRRMS

With over twenty years of experience in rural emergency and community medicine, Dr. Christopher Patey values connection, with a passion for process improvement and innovation. Leading as Clinical Chief of Carbonear, Newfoundland & Labrador Canada ED he focused on emergency department patient flow to improve patient access. In 2016, he was appointed as Assistant Professor with Memorial Faculty of Medicine, and has been nominated as Co-Principal Investigator of a CIHR Research grant research of ED flow improvement. In 2017, with a desire to encourage grassroots rural research, he formed CIRRI (Carbonear Institute for Rural Reach and Innovation by the Sea) a Not-For-Profit to advance rural research and local community health projects where he serves as CEO.

Dr. Paul Norman BN RN

Paul Norman registered nurse working as a frontline emergency nurse in Eastern Health, NL, Canada. Holding a Bachelor's degree in Nursing from Memorial University, Centre for Nursing Studies. He has 10 years of experience working in Emergency Nursing and Critical Care. He has been working with staff at the frontline to engage in process improvement, to ensure successful implementation of LEAN strategies. This work has since been extended to reach emergency services throughout Eastern Health and the province. Having been a large contributor he has been asked to contribute on many platforms including local, regional, provincial and national speaking engagements.

Synopsis

Emergency departments (EDs) in Canada are being challenged by aging populations, decreasing community primary care options, and increased demand on emergency services. This has resulted in subpar ED metrics, overcrowding and extensive patient wait times.

In this concise, lively, back and forth session, we will present ED Flow pearls developed through humble, grassroots rural emergency practice in Newfoundland, Canada and have been implemented in ED's throughout the nation. In particular we will focus on ED patient flow strategies from a personal to departmental approach to effectively reduce wait times and enhance ED care.

Learning Outcomes

- Gain practical take home ideas for ED improvement initiatives
- Utilize ED Flow strategies
- Reduce wait times and improve patient access in their ED

Workshop Outline

Time	Activities
5 minutes	Welcome comments Ubuntu 2024 Moderator
50 minutes	Presentation with interactive questioning throughout
5 minutes	Closing comments Ubuntu 2024 Moderator