



1



2

Disclosure...



3

GEM #1: Treat as a Family

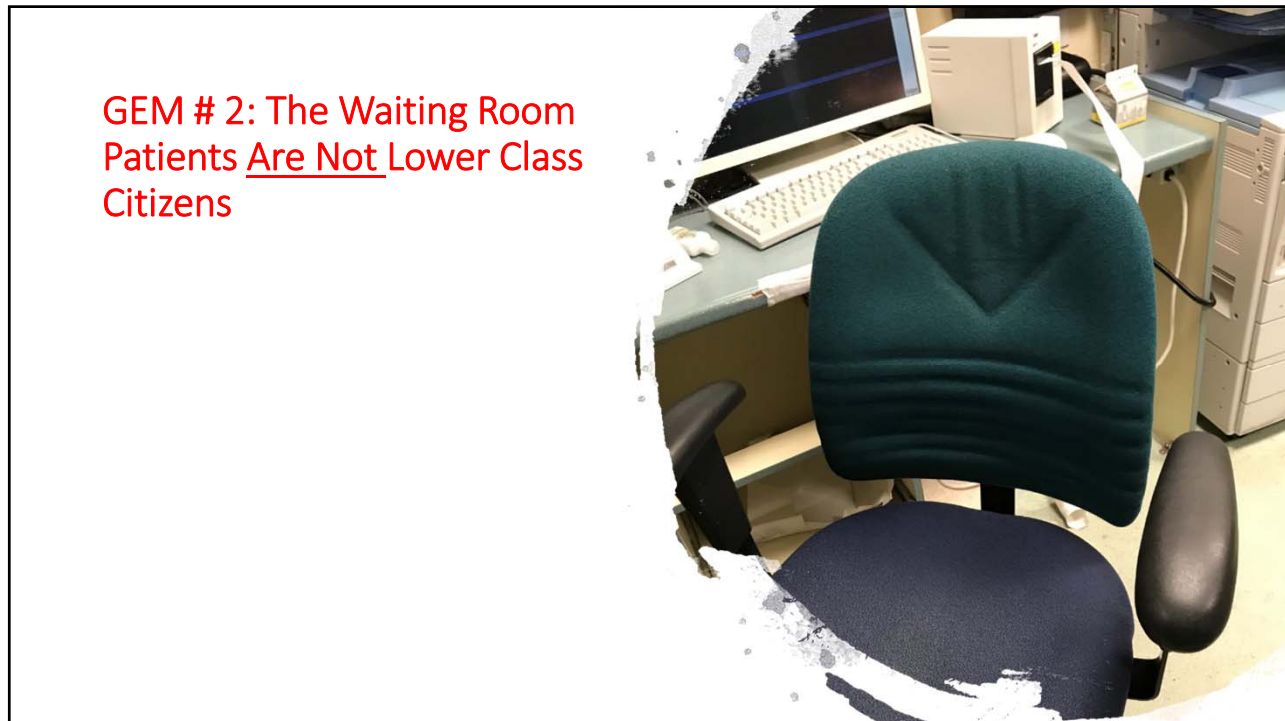


4



- W
th
me
T

5

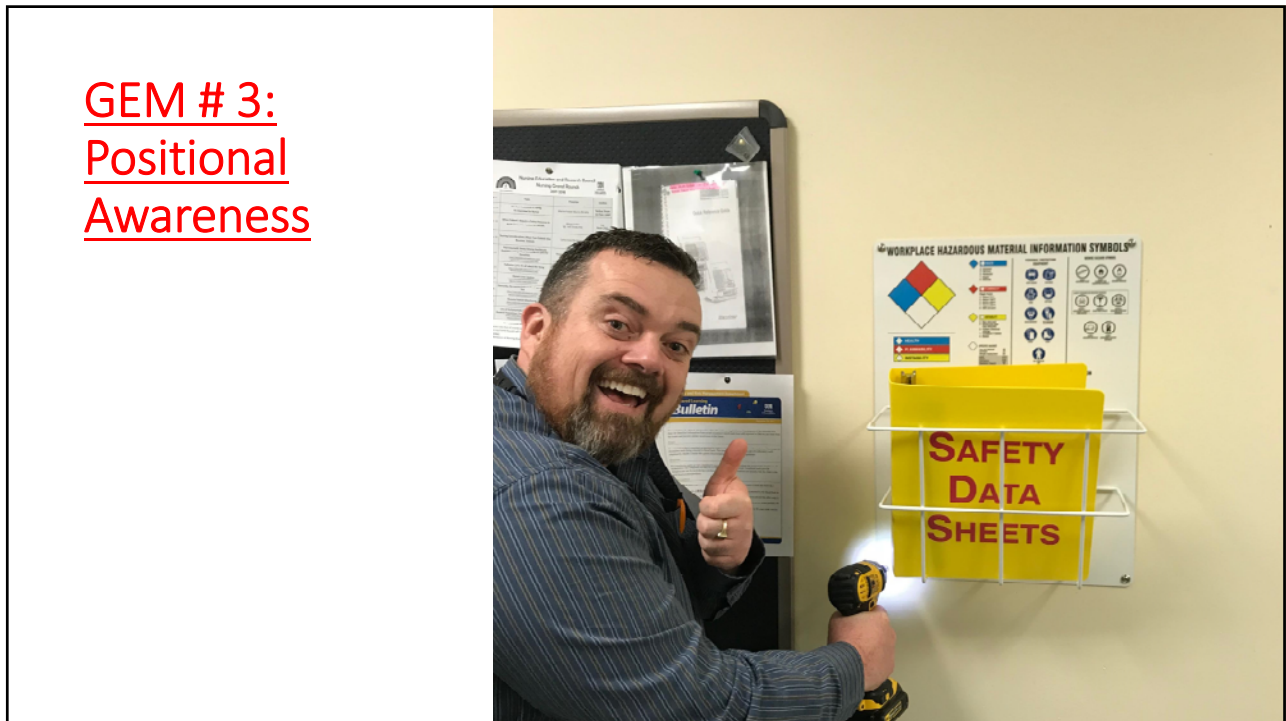


GEM # 2: The Waiting Room
Patients Are Not Lower Class
Citizens

6



9



GEM # 3:
Positional
Awareness

10



11

Clarity to Action

- Q 2hourly meetings
- Group communication
- Direct counter active actions



12

GEM #4: Sandcastles



13



14

Don't kick over the sand castle

- Communicate
- Sound strategy
- Positional awareness



15

GEM # 4: Sludge through the Swamp



16



Predicting Registered Nurse Job Satisfaction and Intent to Leave
Larrabee, June H. PhD, RN; Janney, Michelle A. PhD, RN, CNAA; Ostrow, C Lynne EdD, RN; Withrow, Mary Lynne MSN, RN; Hobbs, , Gerald R. Jr PhD; Burant, Christopher MA, MACTM
Journal of Nursing Administration: May 2003 - Volume 33 - Issue 5 - pp 271-283
Articles

Results: The major predictor of intent to leave was job dissatisfaction, and the major predictor of job satisfaction was psychological empowerment. Predictors of psychological empowerment were hardiness, transformational leadership style, nurse/physician collaboration, and group cohesion.

17



Dr. Michael Bottomley's River of happiness

18



19



20

Appropriateness of Assessment Spaces

- Don't triage to a location!
- Therapeutic Wait!
- It's not safe for the patient!



21

GEM #7: Clinic Hat vs ERP Hat



22

- Please remove your family practice clinic hat once you enter the ED.



23

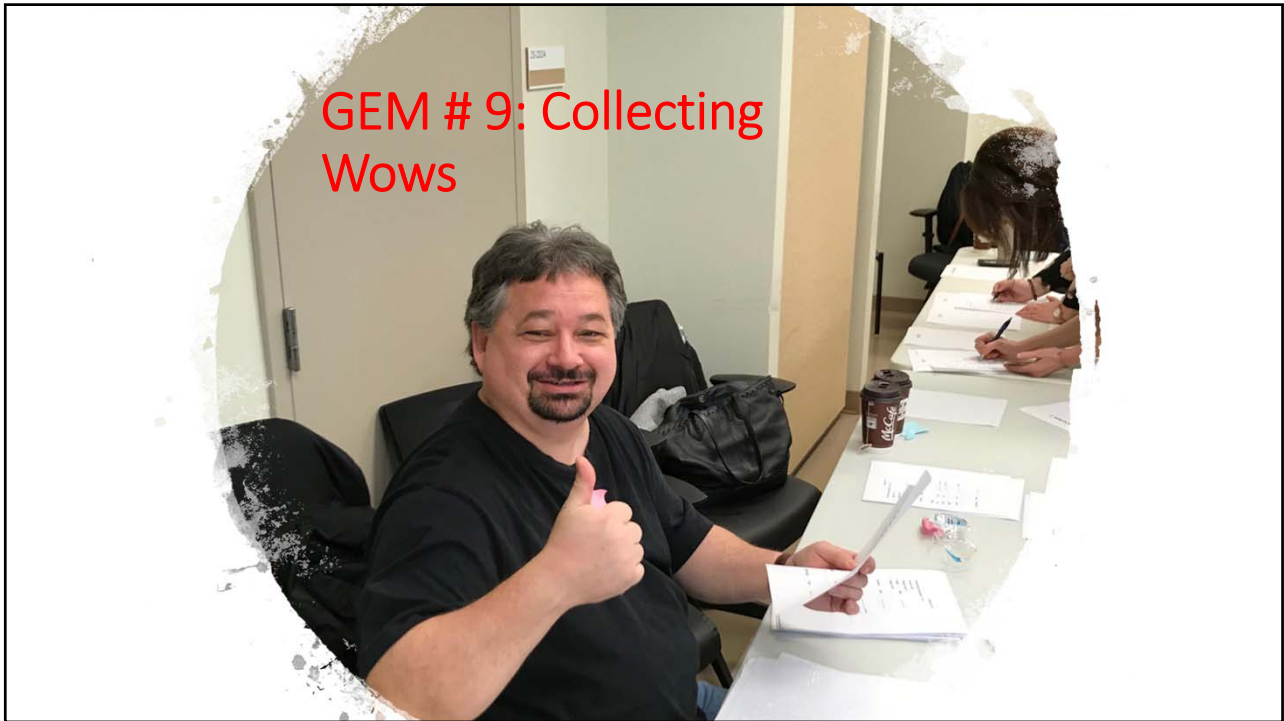
GEM 8: Ahead of the Curve



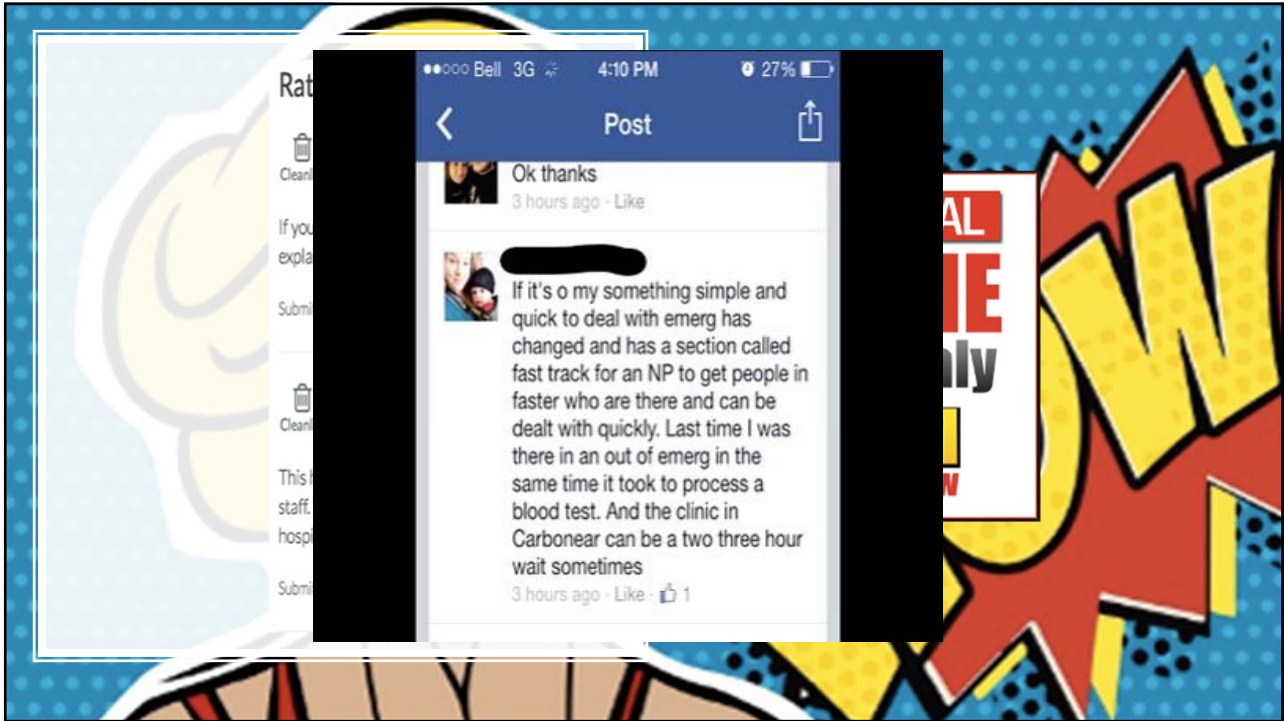
24



25



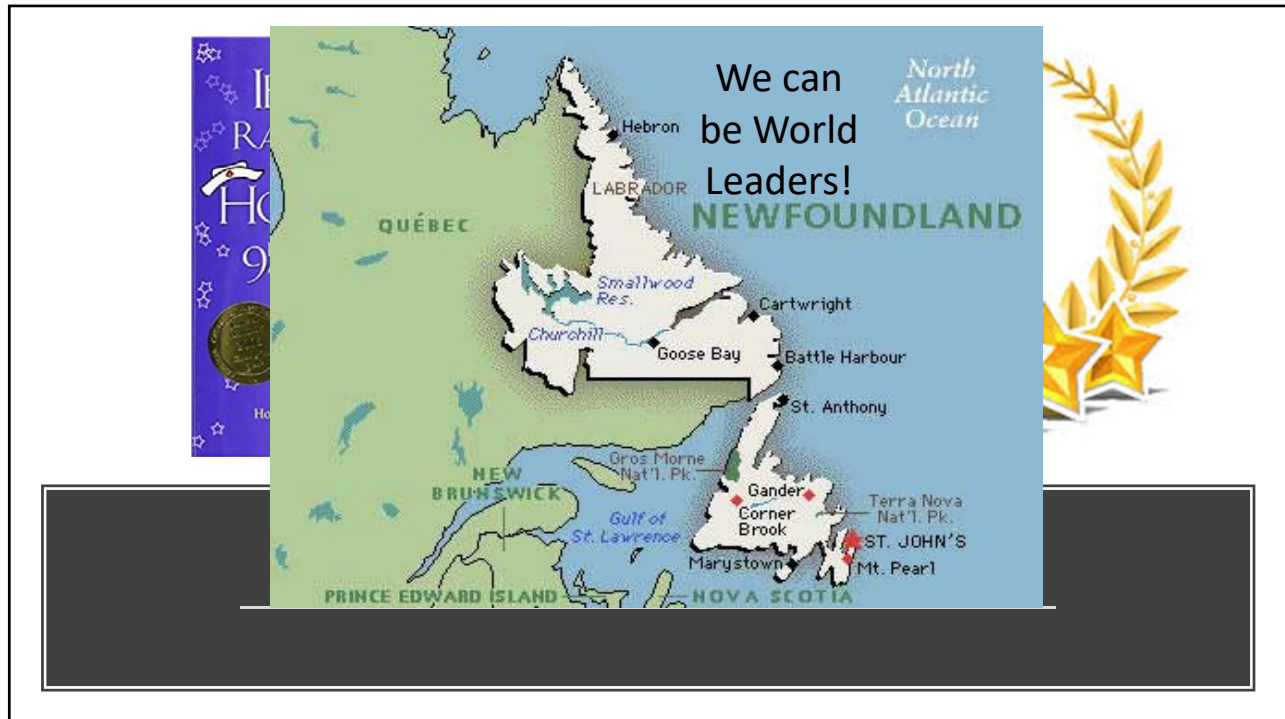
26



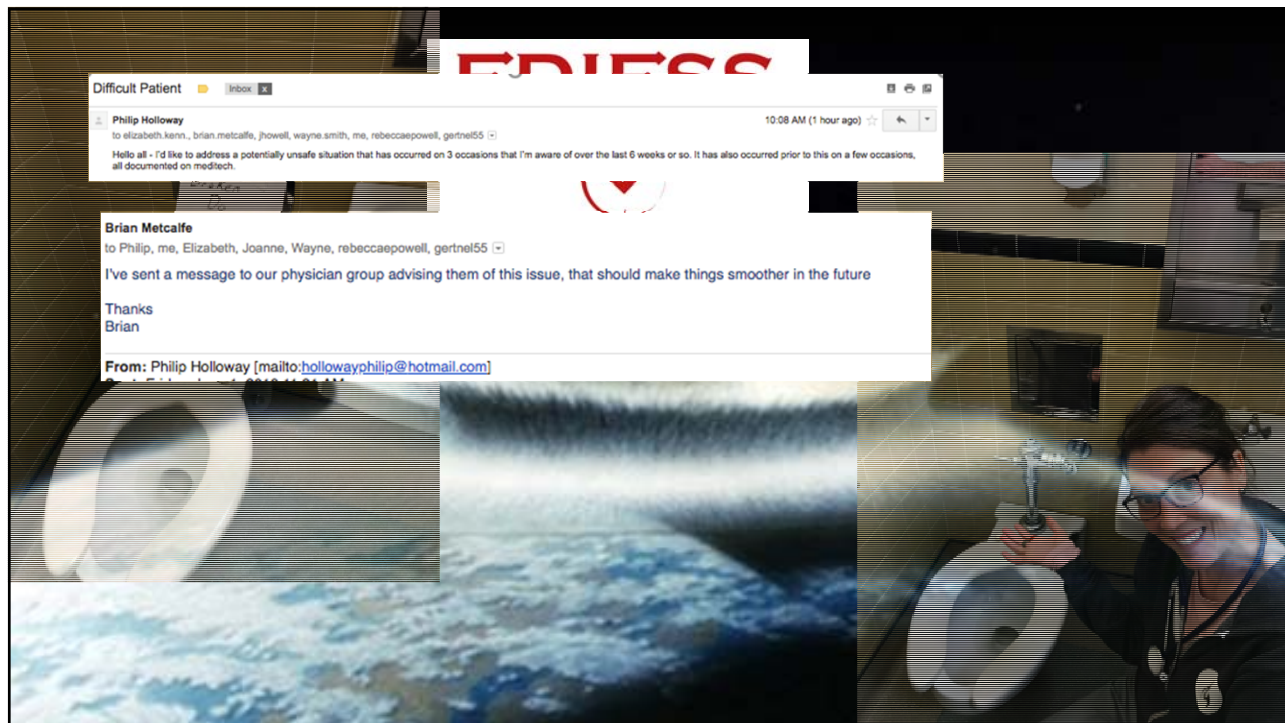
27



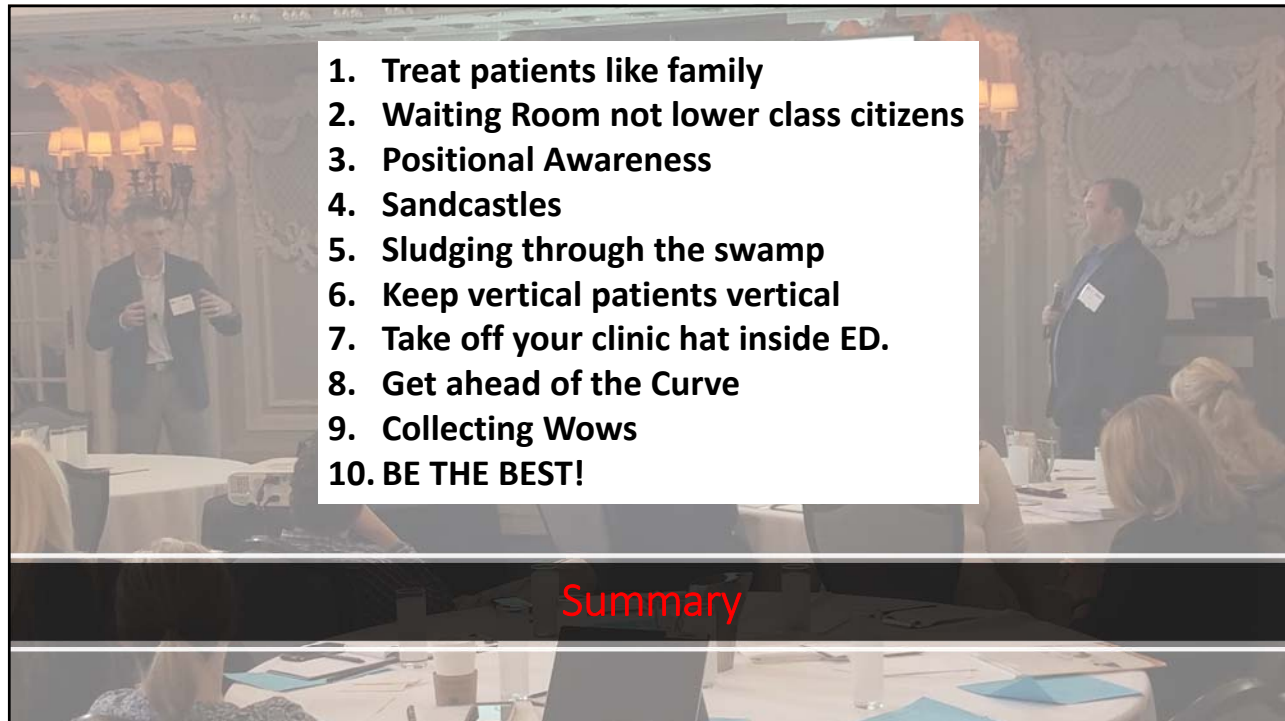
28



29



30



1. Treat patients like family
2. Waiting Room not lower class citizens
3. Positional Awareness
4. Sandcastles
5. Sludging through the swamp
6. Keep vertical patients vertical
7. Take off your clinic hat inside ED.
8. Get ahead of the Curve
9. Collecting Wows
10. BE THE BEST!

Summary

31

WE JUST WANT TO SAY...
THANK YOU!



Please fill out our survey!

32