

Being on the Other Side: Staff Learning from Patient Stories

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A visit to an Emergency Department can be overwhelming. Often, patients and their families experience fears and anxieties. Our goal is to better understand these patient experiences and equip staff with tools and strategies to ensure a visit to the ED is the best it can be – regardless of the situation.

Through a one day workshop of:

- story telling
- patient interviews
- observation and reflection

we are reminded how important the 'little things' really are:

- acknowledgment
- a smile
- sharing information
- eye contact

Anticipated Outcomes:

- increase in patient and staff satisfaction
- improved team communication
- opportunity for staff to rekindle the passion for what they do everyday
- greater understanding of the perceptions held by both patients/families and staff



Do you see what I see?

Hear what I hear?

Reflections from Staff:

"...the day caused me to take a second and reflect on my practice."

"...made me realize the importance of how we communicate as nurses to patients in our care."

"Communication can make or break someone's overall experience in the ER no matter how good their physical treatment was."

"...you really have to take a step back and put yourself in someone else's shoes for once."

"...patients just want to be recognized and kept in the loop with what is going on with their care."

"I have learned that we need to listen more, take our time, and show a bit more kindness."

"...I have to remember that no one wants to be in the Emergency."

Staff participation to date: 59

The Emergency Department has embarked on a journey, in partnership with the Foundation and the Patient Experience and Quality Department, to better understand the vulnerability patients and families may experience 'being on the other side'.