

Emergency Department

Pediatric Nursing Department

Stages	Arrival	Register	Waiting	Triage	Waiting	Tests	Diagnosis & Treatment Plan	Transport	Settling down	Waiting for treatment	Treatment	Recovering	Discharge	
Sub-Stage	🚗	👤	⌚	🗣️	⌚	🧪	📋	🚚	🏠	⌚	🏥	🏠	🚪	
Duration	±15 min.	±10 min.	±15-30 min.	max. 30 min.	±15 min-8 hr.	±1.5-3 hr.	max. 30 min.	±10 min-1 hr.			±1 - 8 days			
Expectations	"We didn't necessarily have any expectations, we just let it happen" - Mother, son 15 years (AMC)	"I expected to get help quickly and take my son back home again" - Mother, son 5 years (AMC)	"I expected to get a diagnosis by a specialist and get a blood test" - Father, son 8 years (VUMc)	"I expected to be in an emergency room not necessarily a waiting room" - Mother, daughter 15 years (VUMc)	"I didn't expect that I had to stay over night" - Boy, 14 years (VUMc)	"I expected that we would get the needed care fast" - Mother, son 5 years (AMC)	"That our son will get a good treatment" - Mother, boy 10 years (AMC)	"We expected a busy and crowded department" - Mother, boy 8 years (VUMc)						
Behavior	Driving to the ED might include finding a parking spot, and going to the entrance of the ED	Notifying your are at the ED and providing first information about personal details and medical complaints	Waiting to see a doctor at the waiting room	Telling ED-nurse about complaints and answers the question.	Going back to waiting room or being admitted to a room at the ED	The specialist will perform the required tests. After that the patient has to wait for the results	Receiving the diagnosis (if possible) by the specialist and discussing the treatment plan and asking questions if needed	Transferring to the pediatric nursing department	Arriving in the assigned room, meeting the nurse(s), receiving information, and settling down	Waiting to hear back from the specialist about treatment plan or tests results	Receiving explanation of treatment, being transferred to the location for treatment and undergoing the treatment (could be test)	Transferring back to pediatric nursing department and recovering from treatment. In need of help the button can be pressed	Receiving last advice from the specialist and asking questions if needed before leaving the hospital to go back home	
Moment of interaction	In some cases the patient, GP, or other specialist calls ahead to the ED to tell them the patient is on its way	Talking to receptionist and shortly explaining situation and filling in required forms	The ED-nurse tries to get a thorough understanding of the patient's situation by asking questions and perform vital checks. Patient tells his story and asks questions	The ED-nurse tries to get a thorough understanding of the patient's situation by asking questions and perform vital checks. Patient tells his story and asks questions	Depending on the case the ED-nurse or specialist assists the patient to perform the test, e.g. blood test, ECG, ultra-sound, or CT scan	The specialist explains the diagnosis (if possible) and discusses the treatment plan with the patient. The patient has the opportunity to ask questions	ED-nurse or ward nurse assists and comforts the patient and parent(s) on their way upstairs. The ED-nurse says goodbye	The ward nurse introduces herself and helps the patient settling down	The ward nurse takes care of the patient, gives medicine if needed, answers questions, and comforts patient and parent(s)	The specialist explains the procedure and answers all questions the patient or parent(s) has. The ward nurse assists the patient to the location for treatment and reassures him	The ward nurse does regular checkups and takes care of everything to make sure everything is okay	The ward nurse tells the patient and parent(s) what to do next and gives his last advice and says goodbye. The ward nurse helps the patient to leave and says goodbye		
Behavior	Receptionist adds the patient details in EPIC so doctors and nurses know this patient is coming	Receptionist completes personal information of patient in EPIC and makes sure all administrative paper work is done.	ED-nurse writes her anamnesis in EPIC and makes orders for the next steps if necessary	ED-nurse writes her anamnesis in EPIC and makes orders for the next steps if necessary	The required tests is performed by the ED-nurse or specialist and results will be provided by the lab (depending on type of test)	The specialist writes the treatment plan in EPIC	The ED-nurse or the ward nurse will move the patient to the pediatric nursing department	The assigned ward nurse will read the dossier before meeting the patient and will go through a set of questions about e.g. medication and food restrictions and puts this in EPIC	The ward nurse will take care of the patient, introduces new nurse when changing shifts and answers questions	The ward nurse will assist the patient to the right location. The specialist executes the treatment and writes an update in EPIC when necessary.	The ward nurse takes care of the patient and does regular checkups and updates EPIC when necessary.	The specialist will give last information and the nurse will help the patient to get ready for leaving		
Emotions	😊	😊	😞	😞	😞	😞	😞	😞	😞	😞	😞	😞	😞	
Innovations	<p>Black emergency entrance VUMc Receptionist comes to you that comes to you with a laptop to make it more comfortable. (VUMc)</p> <p>Not waiting at the window/ Nightingale within walking If you need to get your information you can go to the Nightingale within walking distance. (VUMc)</p> <p>A case manager for your journey A case manager who can help you with your journey. (VUMc)</p> <p>Receptionist with more medical order handling in the large hall Receptionist with more medical order handling in the large hall. (VUMc)</p> <p>More responsibility within the VUMc More responsibility within the VUMc. (VUMc)</p>	<p>Happy & relaxed We were happy that we were able to get our son home quickly. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p>	<p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p>	<p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p>	<p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p>	<p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p>	<p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p>	<p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p>	<p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p>	<p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p>	<p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p>	<p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p>	<p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p> <p>Relaxed & satisfied The ED-nurse was very helpful and professional. (VUMc)</p>	

* The person that will do the anamnesis depends on previous contact, severity of complaints and related specimen ** The specialist is different per medical complaint, e.g. the surgeon, lung specialist, or gastr centerlogist --- Mentioned or seen by at least half of the patients --- Interesting opportunity

