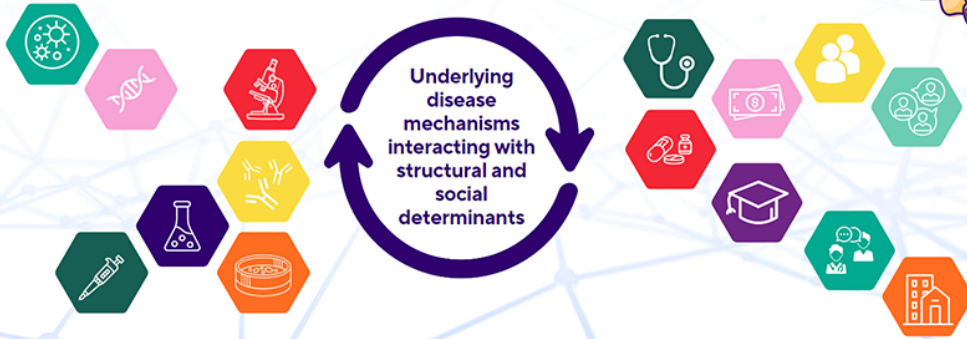




19TH ANNUAL CHILD HEALTH RESEARCH DAYS  
**Outcomes in Child Health**



October 25 + 26, 2023 | RBC Convention Centre, Winnipeg, Manitoba

Abstract Submission Form

## CHRD 2023: Abstract Submission Form

**Submitter Name**

Bhavan Dhaliwal

**Presenter Name**

Bhavan Dhaliwal

**Presenter Status**

Undergraduate Students

**Research Category**

Clinical

**Role in the project**

Design  
Perform Experiments  
Analyze Data  
Write Abstract

**Title**

Improving Patient Care Experience in the Pediatric Emergency Department

**Background**

There is a heightened risk of fatal outcomes in pediatric emergency departments (PED) with some global studies showing 40% of pediatric deaths occurring after 24 hours of admission. Feedback on patient experience in the PED may improve healthcare quality, safety, and increase equity, diversity, and inclusion.

**Objective**

We evaluated patient experience in the Manitoba PED to identify and address existing gaps in care.

**Methods**

A before and after cross-sectional survey of children 0-17 years and/or caregivers was conducted in 2 waves after receiving care in 2022-2023. Through literature and the input of the Emergency Advisory Committee (EAC), we implemented measures for 3 months to address 2 of the 3 gaps identified around waiting and discharge instructions in the PED. These measures are incorporating signage regarding access to pain management, blankets, or sick bowls; and a template containing discharge instructions to be used by staff post-treatment. Survey sampling was repeated the following year. Each survey sampling required a minimum of 175 respondents to observe an overall 20% increase in patient experience satisfaction (with power of 85% at  $\alpha = 0.05$ ).

**Results**

We received 180 and 215 surveys after the first and second waves, respectively, for a total of 395 respondents. Table 1 showed some of the types of PED experiences evaluated with the scores. We observed a 13.5% and 2.8 % increase in experience regarding waiting and discharge instructions, respectively. We found that patient and caregiver experience with healthcare staff was above 90%, and that nearly half the patients and caregivers identified as members of racialized groups (47.4%).

### Conclusion

Improvement in patient experience was observed for 2 of the 3 gaps in care for which measures were implemented . Through scale-up strategies, these changes may improve patient experience at the Manitoban PED and those nationally.

### Table/Figure File

Bhavan Dhaliwal Abstract Submission.pdf

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Table 1. Percentage of Respondents after First and Second Wave of Survey Sampling.

Survey Question	1 <sup>st</sup> Wave (%)	2 <sup>nd</sup> Wave (%)	95% CI	Survey Question	1 <sup>st</sup> Wave (%)	2 <sup>nd</sup> Wave (%)	95% CI
Was your child looked after while you waited (for example, were they given pain relief, blankets or sick bowls etc. if needed)?	20.2	33.7	24.2-43.2	Did a member of staff tell you when your child could re-start their usual activities, such as playing sport or returning to school?	54.4	63.0	49.8-76.1
Overall, did you receive enough information about your child's condition and treatment?	82.5	85.3	79.6-91.0	ED staff was respectful? <sup>1</sup>	97.0	95.7	
Were you made aware of resources to provide feedback on your care experience in the emergency department?	80.9	64.2		Was the main reason for your Emergency visit dealt with well?	84.7	86.2	80.0-92.3
If an ambulance was called for your child, did the ambulance staff / paramedics explain what was happening in a way you could understand?	4.2	16.7	10.3-23.1	Were you and your child given enough privacy when they were being examined or treated?	96.9	95.7	92.6-98.8
Was there enough for your child to do when you were waiting to be seen (such as toys, games and books)?	5.7	23.5	15.0-32.0	Staff considered my thoughts and knowledge of my (or my child's) health care?	95.8	92.9	
Was there everything you needed while you waited (for example food and drink, toilets, baby changing facilities etc.)?	29.9	51.0	41.0-61.0	Gave me the sense that I was a partner in my (or my child's) health and that my opinion mattered in the decision making?	96.3	92.2	
Overall, how well do you think your child was looked after during their visit?	66.23	85.3	79.6-91.0	Do you feel that staff were respectful of your cultural values and beliefs?	99.4	97.9	
Did the staff that you saw explain what they were doing in a way you could understand?	88.2	87.5	82.3-92.7	Do you identify as a member of a racialized group?	48.9	47.4	

<sup>1</sup>Emergency Department (ED)