Here are some examples of how patient expectations match up with effective evidence-based tools and tactics—in other words, actions—to treat them, as well as metrics to measure the outcomes:

### Figure 1.5

<table>
<thead>
<tr>
<th>Standardized ED Metric</th>
<th>Patient Expectations</th>
<th>Actions</th>
</tr>
</thead>
</table>
| **BEGINNING: UPON PATIENT ARRIVAL**  
ED Arrival Time  
ED Offload Time  
ED Transfer of Care from Pre-Hospital Providers Time  
ED Triage Time  
ED Treatment Space Time | Acknowledged upon arrival and triaged promptly with courtesy and respect  
Kept informed of next steps | Expedited triage process  
Immediate Bedding  
Hourly Rounding in reception area |
| **MIDDLE: DURING ED VISIT**  
ED Physician/Advanced Practice Registered Nurse (APRN)/Physician Assistant (PA) Contact Time | Seen by ED provider in a timely manner (best practice is 30 minutes or less)  
Checked on frequently during the visit—want to be more than just a number  
Kept informed of next steps | AIDET* Key Words  
Hourly Rounding with focus on pain, plan of care and duration (PPD)  
Bedside Report  
Leader Rounding on Patients |
| **END: CLOSING THE VISIT**  
ED Documentation of Disposition to Discharge Time  
ED Decision to Admit Time  
Admission Time  
ED Departure Time | Discuss results and diagnosis with ED provider  
Be able to ask questions  
Kept informed of next steps | ED provider conducts formal close with patient using AIDET and Key Words  
Post-Visit Call within 48 hours after the visit |