



# Ridge Meadows Hospital ER Efficiency Council

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Ridge Meadows Hospital Physician Engagement Society

Maple Ridge – Fraser Health

# PRESENTER DISCLOSURE

Relationship with commercial interests:

- Grants/Research Support: N/A
- Speakers Bureau/ Honoraria: N/A
- Consulting Fees: N/A
- Other: N/A

## PROJECT / ACTIVITY PURPOSE

- Council created to generate “grass root” ideas on how to improve the efficiency of the RMH Emergency Department
- Bring views on changes from all key players affected by those changes
- Ultimately, the primary goal is to improve the patient experience and care they receive



## IMPACT

- Many great improvement projects have been suggested
- To date, we have revamped the triage and zone 2 areas and processes to improve the wait times to be seen and patient flow
- Currently working on a revamp of the trauma area and a dedicated pediatric room
- Empowering front line staff with proposing changes that directly affect the work that they do creates much more positive buy-in to change

## TWO LESSONS LEARNED

1. Sometimes simple non-costly changes are the most effective
2. Initial efforts to create “representation” from our staff initially made some feel left out. Since that time, we revised and made all welcome