Emergency Department Ambassador Project Orientation

Brought to you by:
UWHC Emergency Department
SMPH Community Service Programs
Goals of the ED Ambassador Project

- Facilitate communication between the patient and medical team
- Enhance patient satisfaction
- Provide an additional resource to convey information from the medical team
- Serve as a conduit for new patient questions and concerns
- Lessen anxiety and frustration
Responsibilities

- Rounds
  - Every 1-2 hours
  - Meet with the attending physician(s) to discuss patients
  - Information to discuss:
    - Test/procedure results, admission status, pain/comfort level, patient education, patient questions/concerns, communication with families as appropriate
  - Obtain patient feedback using feedback form (see orientation manual)
What the ED Ambassador is not...

- Not a clinical role!
- Do not:
  - Obtain history
  - Perform physical exams or procedures
  - Personally interpret lab or other imaging tests/results
  - Discuss prognosis or treatment recommendations
  - Give time estimates of when a test will occur etc.
Where? When?

- Emergency Department
  - Located on the west side of the hospital, next to the American Family Children’s Hospital. (Map in appendix B)
  - Follow signs from main street
- Shift 6:30PM-10:30PM
  - Please arrive early and dress professionally
    - Either the GHHS scrub top (located in locker 18) or jacket can be worn. Do NOT wear your white coat!
Access to restricted areas

- Be aware, your badge may not allow you access to restricted areas.
- If you do not have access, try to limit your entry and re-entry.
- You will need to ask staff (or your M3/M4 partner) to use their badge to enter these areas.
Important Details

- When you check in at the front desk, let them know you will need access to the locker room
Important Details

- Peer Teaching:
  - M3/M4 Ambassadors also serve as teachers and mentors to M2 students.
  - For the first part of your shifts, M3/M4 and M2’s should partner together to increase teaching opportunities during patient interactions.
  - If your shift gets busy, determine between each other whether it is more appropriate to continue working as a pair or to split up and work with patients/MD’s separately
EPIC!

- It is helpful to review the census at the beginning of your shift
- Many of you won’t have access to the EPIC system.
- If you don’t have EPIC access, work with your attending (or M3/M4 ambassador) to review the census
Prior to your shift...

- Pick up uniform and clipboard with blank rounding forms and patient feedback forms
  - Found in resident lounge, adjacent to the ED
- Using EPIC, review ED census in order to transcribe basic information to the blank rounding forms
  - Sample in program manual
During your shift

- Follow program responsibilities:
  - Rounding with attendings
  - Talk with patients and families
    - Common concerns:
      - Wait time
      - Clarification of medical terminology
      - “Where’s the bathroom?”
      - Reassurance and emotional support
- If the ED is slow, you can choose to ask to shadow an attending physician
Concluding your shift

- Let patients know you will be leaving for the night
- Give them a brief review of what will happen next (physician will be checking back with them, lab results will be shared once they arrive, etc.)
After your shift

- Complete YOUR program evaluation form and return it to Madeline Duffy at: maduffy3@wisc.edu
  - Name
  - Date and time of shift
  - Year in Medical School
  - M3 fulfilling clerkship project requirements ________YES    _________NO
  - Attending physicians worked with
  - Number of patients
  - What type of information did you provide or receive from patients (results, pain/comfort level, diagnosis information)?
  - How did your role as ambassador contribute to patient care?
  - Any suggestions to improve the process (orientation, logistics)?
  - Did you receive any feedback from ED physicians, staff or patients that would be helpful for others?
  - How did this experience contribute to your medical education?
Summary

- Shift: 6:30-10:30pm
  - Arrive early to change into the uniform and review the ED census
- Uniform, patient information sheets and feedback forms, clipboard/pens
  - Stored in locker 18. To arrive in the locker room, one must walk through the ED and then down the left hallway. Locker 18 is in the first row of lockers, on the bottom.
- Introduce yourself to the ED MDs
- Round
- Meet patient needs
- Request that patient complete feedback form
- Send your program evaluation to: maduffy3@wisc.edu
Thank You!