

Improving Access to Timely, Quality Care for Patients with Minor Trauma Presenting to an
Emergency Department

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Abstract

Emergency Departments struggle to manage safe, effective care in the face of increasing patient volume. The role of the Nurse Practitioner has been shown to improve key factors such as waiting times and the patients' experience in the Emergency Department. This quality improvement project evaluates the effectiveness of a nurse practitioner based in the Emergency Department. One nurse practitioner managed patients presenting with minor trauma over a three month period. A pre-post intervention approach was implemented and evaluated. Over three months, waiting times and the number of patients who left without being seen was reduced.

Key words: Emergency department; nurse practitioner; minor trauma; patient satisfaction; waiting times; left without being seen