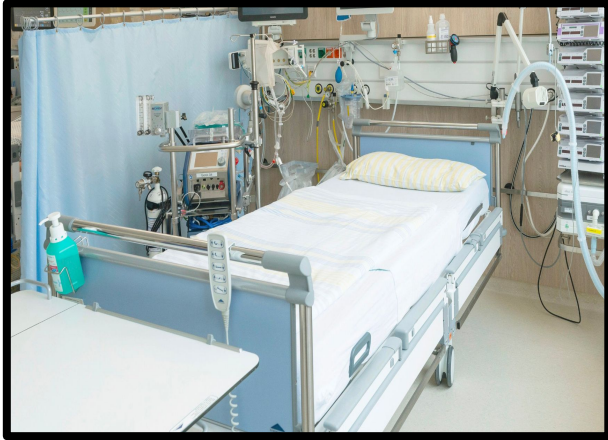# "**EDQ**"
For Reducing ED Wait Times

Team 18 - Nano Zillas

Several Factors Lead to Long Emergency Department Wait Times

1. Limited Resources

Not Enough Staff or Beds

2. Over Crowded

Seasonal Illnesses / Accidents

3. Complexity & Inefficiencies

Registration to Discharge.

The Impact and Consequences

1. Delayed Treatment

Life-Threatening Conditions may not Receive Timely Care

2. Increased Anxiety
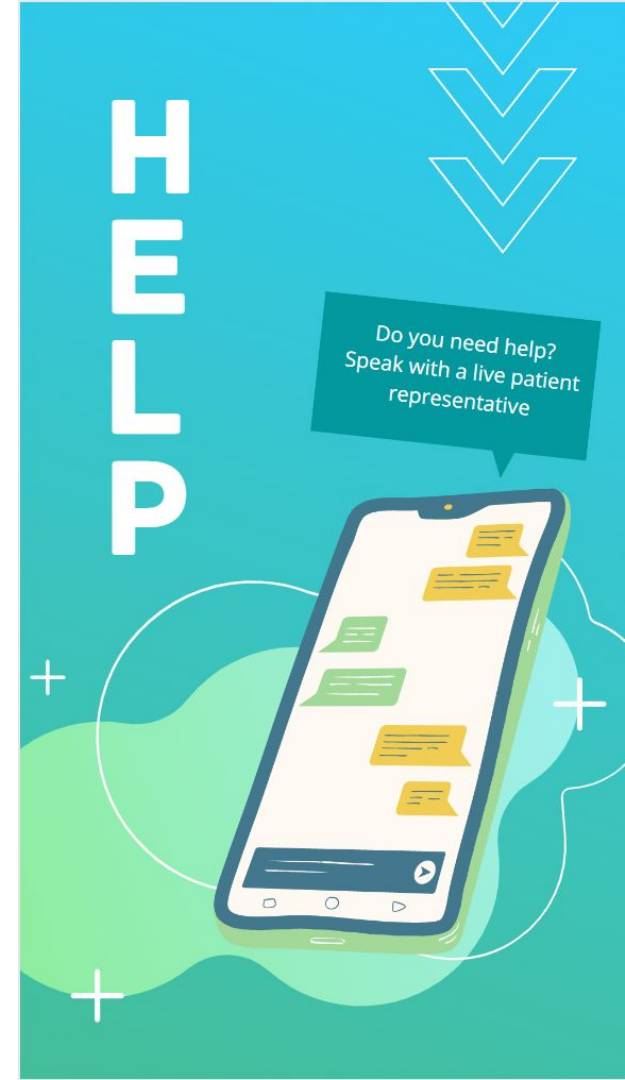
Anxiety and stress can affect Patients health.

3. Decreased Patient Satisfaction

Trust and engagement with healthcare can be adversely affected by dissatisfaction.

Solution 1: Live Chat

- Speak with a patient representative
- 24/7 availability
- Answer a series of prompts to quickly and accurately determine the severity of your health condition
- Based on your answer, be directed to the nearest hospital or doctor's clinic
- Responses are saved so that nurses have access to your data even before reaching the hospital
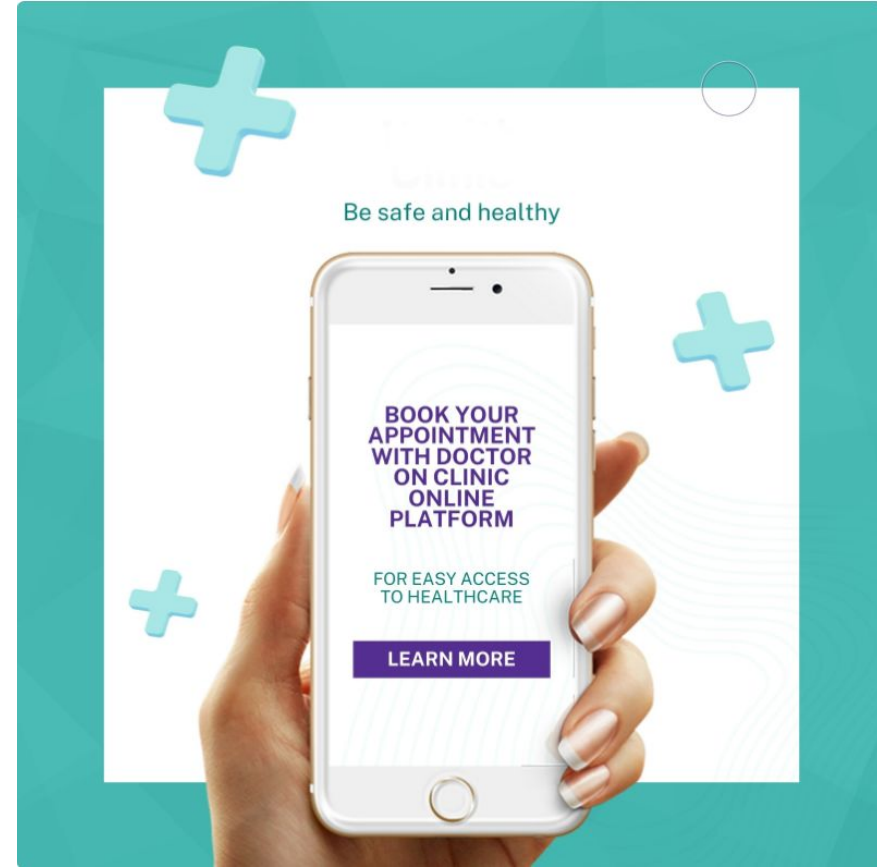
Solution 2: Live Dashboard

- View nearby hospital traffic in real-time
- Live dashboard is updated every few minutes
- View ED wait times for each hospital
- View same data for clinics
- Intuitive UI and UX design
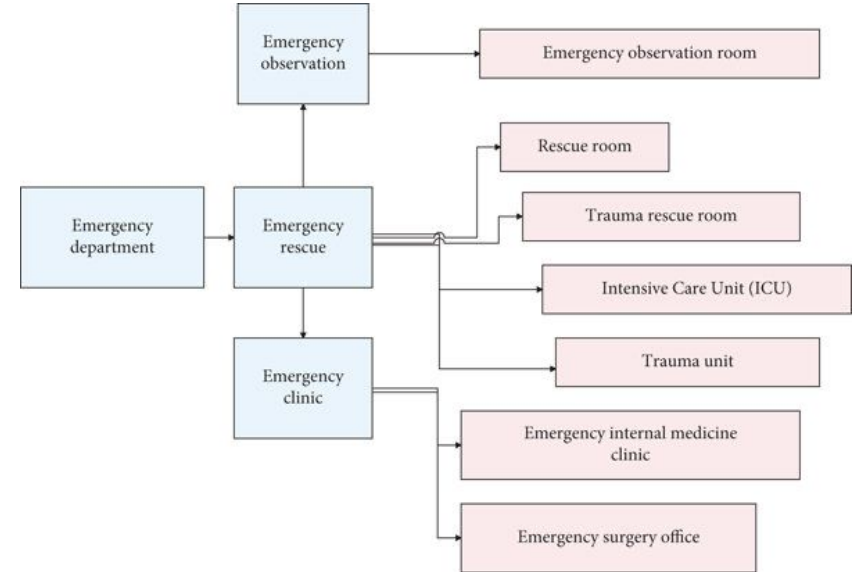- View historical hospital/clinic traffic and wait times

HOSPITAL DASHBOARD

32%
of Hospitals can take
in more paltnets

45%
Higher wait times
than normal

23%
Clinics are available

See all Nearby Hospitals

Hospital A

Hospital B

Hospital C

Hospital D

Solution 3: Reservation System

- Book an appointment at ED online
- Get reminders 30 minutes and 5 minutes before appointment
- Cancel any time
- Live updates based on hospital wait times
- Choose which hospital you want to visit or be assigned a hospital based on location and wait times automatically
- Answer questions to assess your condition and level of urgency.
- Assigned to queue accordingly

ED Structure

- Target emergency observation patients and emergency clinic to reduce non critical patients.

- Reduced numbers will allow nurses to focus more on emergency rescue.

Testing Plan

- Partnering with ED at multiple hospitals.

- Onboard new ED patients through QR scanner.

- Get real time feedback from patients.

Next Steps

- Incorporating data transfer from clinics such as reports, scans,etc.

- Online data storage.

- Prescription renewal and inventory updates

Conclusion

- Through our Proposed Solutions, ED wait times can be significantly reduced, enhancing the efficiency and effectiveness of our healthcare systems.

Patient satisfaction