

## **Stakeholder Presentation**

Name

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Course

Prof.

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### **Stakeholder Presentation**

Hello, everybody. My name is Nikki, and I am going to propose a targeted solution that will reduce the wait time for patients experiencing chest pain in the Emergency Department of Lake Park Hospital. The causes of these delays, especially the failure to access timely echocardiograms, are often due to confusion of team roles and communication failures when passing on shifts. In this interdisciplinary care plan, the introduction of daily team huddles, along with a standard handoff checklist, is recommended to facilitate communication, clarify roles, and expedite the diagnostic process, ultimately improving patient outcomes and ED efficiency.

### **Organizational Issue**

One of the most critical issues in the Emergency Department of Lake Park Hospital is the failure to diagnose patients with chest pain, particularly promptly, often resulting in inadequate echocardiograms. Such delays are primarily attributed to poor interdisciplinary communication, unclear staff roles, and a lack of systematic shift coordination. This leads to the delay in the necessary diagnostic procedures, which raises the chance of negative cardiac outcomes, longer ED admissions, and reduced patient safety. Poor workflows also lead to staff frustration and burnout and demoralize and reduce overall performance. Douglas et al. (2021) state that 13.5 percent of malpractice claims are related to communication failures within the healthcare process, which highlights the risks associated with unstructured team interactions. Additionally, late diagnostics may reduce patient satisfaction ratings and negatively affect the hospital's reputation as a provider of timely and efficient care.

### **Importance of the Issue**

These delays are crucial in providing high-quality, safe emergency care at Lake Park Hospital. The introduction of a well-planned, interdisciplinary approach, including daily huddles

and a standardized checklist for shift handoff, will facilitate real-time communication, clarify roles, and enhance diagnostic coordination. Role-based task assignment and briefings by the charge nurse are tools that can facilitate workflow and eliminate critical delays.