Interactions in the ED: Training for Proper Care of Patients with a Disability

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Interactions in the ED: Training for Proper Care of Patients with a Disability

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Introduction

Caregiver Interviews of Children with Autism

Emergency Department Staff Survey

Main Questions

How comfortable are you taking care of patients with different disabilities (1 being not comfortable at all and 5 being extremely comfortable)?

Positive Experiences in the ED

Patience with child and willingness to repeatedly explain the situation

Negative Experiences in the ED

“Pushing pills” even when the parent was not comfortable with it

Problem

 Patients with disabilities bring an extra level of complication to an emergency department (ED) visit, and there is little knowledge given to staff to proficiently treat these patients.

Importance

Emergency department staff feel ill-prepared to provide care to those with intellectual disabilities when the ED is used due to a lack of knowledge on all specific disabilities they encounter. Interviews of children with autism and their parents identified issues that negatively affected care experiences, including communication issues and lack of autism knowledge by staff. Patients with disabilities have had increasingly positive and negative experiences in the ED.

Main Questions

Where is the disconnect between patients with disabilities (and their caregivers) and ED staff occurring and what are the needs to correct it?

How can ED staff use values-based patient-centered care to better improve experiences of interactions with individuals with disabilities?

Methods

Emergency Department Staff Survey

- Created 10-question survey including questions on:
  - Comfort with various disabilities
  - Opinion on usefulness of training
  - Known resources for patients with disabilities
  - Distributed survey email to ED staff May 26, 2016
  - Sent two follow-up emails (June 15, July 17) with end date of July 22

Caregivers of Children with Autism

- Interviewed six caregivers of children aged 16-24 with autism
  - Created a semi-structured interview guide
  - Experiences in the Emergency Room
  - Ideas on improving interactions
  - Scheduled/conducted interviews May 26-June 8
  - Transcribed recordings of interviews and separated positive and negative experiences

Responses: 128

- 60 nurses, 27 physicians, 11 residents, 2 APCs, 28 other/did not respond
- 39 males, 83 females, 6 did not respond
- Ages from 21 to > 45 years old
- 99.22% of respondents have interacted with a patient with a disability in the past

ED Staff Survey Results

Do you have knowledge of any local resources to assist patients with disabilities as well as their families?

Would a short training make you more comfortable interacting with patients with disabilities?

No 78.91% 21.09%

Yes 93.75% 6.25%

Conclusions/Future Directions

Identified Issues in the ED

- Sub-par knowledge of needs of children with autism when in the ED
- Poor communication between ED staff and primary care provider when patient with a disability is admitted Separation of patient from caregiver, especially in the case of children with disabilities
- Missed acknowledgement of disability diagnosis when reviewing patient chart
- Unfamiliarity of proper interaction procedures for different disabilities
- Little familiarity with resources for patients with disabilities

Proposed Improvements

- Make entertainment devices for children with disabilities during caregiver admission to the ED available (i.e. iPad, coloring books, etc.)
- Create/conduct a short, 3 hour training for all current and incoming ED staff to include
  - Practice scenarios
  - Processing procedures for disabilities
  - Children and adult interaction differences
  - Rights of patients with disabilities
  - Communication tips/skills
- Compile a comprehensive and dynamic list of resources to use when interacting with patients with different disabilities

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Literature Cited

