

**TITLE:**

Effects of Attending Provider-at-Triage on Emergency Department Patient Satisfaction

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**RESEARCH PROJECT DESCRIPTION:**

The UF Health ED Gainesville recently implemented an initiative to embed a provider at triage to conduct early patient assessments. Our hypothesis is that early patient evaluation by a provider-at-triage (PAT) will improve patient perceptions of information delivery and satisfaction with care. We propose a research study to determine the impact of the PAT initiative on patients' perceptions of information delivery and patient satisfaction. We will also determine the impact of this ED initiative on ED efficiency of care. The impact of the initiative will be compared to usual ED practice.

Although similar ED quality improvement initiatives have resulted in increased patient satisfaction, no one has tested patient perceptions of information delivery and ED efficiency. To test this hypothesis, we propose the following specific aims:

1. To determine the impact of the PAT initiative on patient perception of information delivery and patient satisfaction
2. To determine the impact of the PAT initiative on ED efficiency measures including patient length of ED stay, and LWBS and LDT rates.