



Clinician Insights Regarding Emergency Department Boarding's Impact on Patient Care and Clinician Well-Being

Emergency Department (ED) boarding is increasingly common despite being associated with delayed and missed care, medication errors, delirium, higher morbidity and in-hospital mortality, and longer hospital length of stay as well as poor patient satisfaction.

A study featured in the December 2023 issue of *The Joint Commission Journal on Quality and Patient Safety (JQPS)* evaluated clinician perception of the quality and safety of patient care delivered to ED boarding patients, as well as clinician safety and satisfaction related to ED boarding care.

THE STUDY:

A single-site, mixed methods sequential explanatory study examined quantitative data obtained from a cross-sectional survey sent to ED **attending physicians, resident physicians, advanced practice providers and nurses** working in a large, urban, academic Level 1 trauma center.

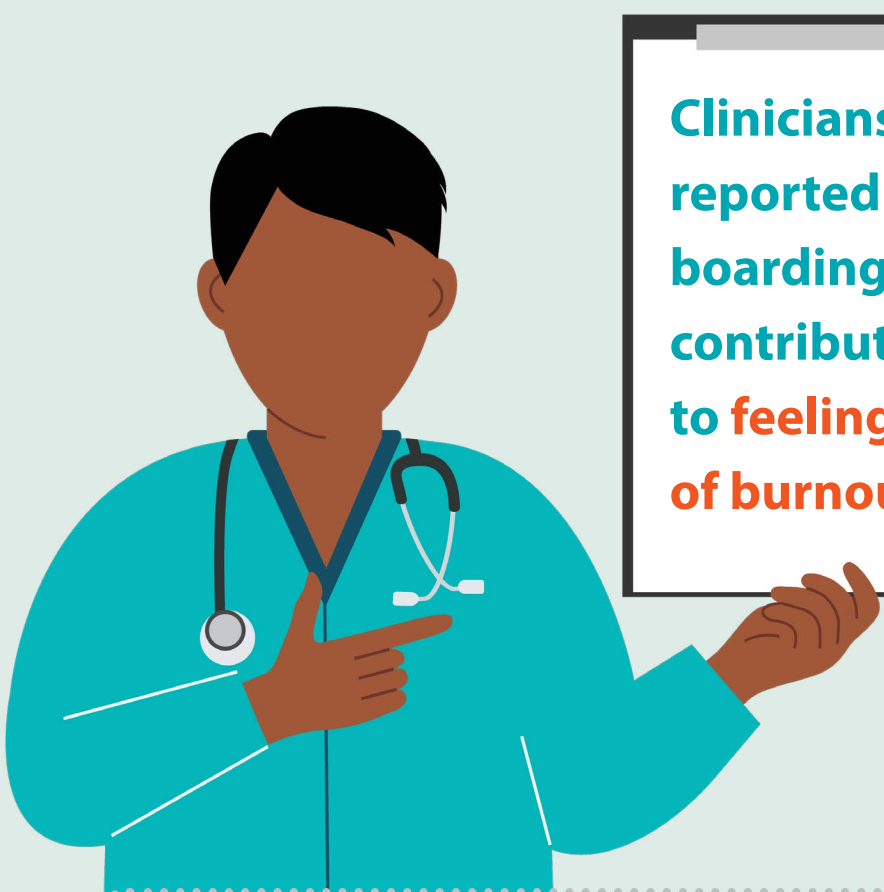


The study also included semi-structured focus group interviews, Chi-square and Wilcoxon rank sum tests, and thematically coded and analyzed qualitative data.



Boarding was defined as a patient still physically in the ED one hour after the decision to admit.

THE RESULTS:



Clinicians reported that boarding contributed to feelings of burnout.

All groups reported **high rates of perceived verbal and/or physical abuse from boarding patients**, but **self-reported rates of abuse varied** between nurses and providers.



86.8% of **nurses** stated that they had received abuse.



41.1% of **providers** stated that they had received abuse.

Clinicians felt dissatisfied with the boarding care process and focused on six key themes:

ONE

Clinicians perceived that ED boarding leads to increased patient safety events.

TWO

Clinicians desired standardization for the boarding care process.

THREE

Clinicians felt they lacked knowledge, resources and training to care for boarding patients.

FOUR

Clinicians desired proactive bed and resource planning for boarding patients.

FIVE

Clinicians advocated for improved communication among the team and to patients.

SIX

Clinicians identified a need for culture change regarding boarding care.

The study found that clinicians identified many concerns regarding patient safety and the quality of care delivered to boarding patients and identified several areas for improvement. Clinicians also felt that boarding negatively affected their satisfaction and safety.

To learn more about this study, visit:

[https://www.jointcommissionjournal.com/article/S1553-7250\(23\)00156-3/fulltext](https://www.jointcommissionjournal.com/article/S1553-7250(23)00156-3/fulltext)