

**URGENT**  
Matters

*An Initiative to Improve  
hospital patient flow and reduce  
emergency department crowding*

**Webinar Series**

# Patient Satisfaction

December 19, 2011



**Robert Wood Johnson Foundation**  

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**THE GEORGE WASHINGTON UNIVERSITY**  

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**SCHOOL OF PUBLIC HEALTH  
AND HEALTH SERVICES**

## Agenda

### Welcome

Danielle Lazar, MA, Research Associate, Urgent Matters, George Washington University

### Housekeeping and Introductions

Danielle Lazar

### Patient Satisfaction

James D. Adams, MD, FACEP, Professor and Chair of the Department of Emergency Medicine, Northwestern University Feinberg School of Medicine and the Northwestern Memorial Hospital.

### Final Thoughts

Danielle Lazar

### Technical Support

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## **Learning Objectives**

**Discuss the impact of patient satisfaction in the ED.**

**Identify strategies that have worked to improve patient and staff satisfaction.**

**Provide a platform for participant interaction and promote sharing of ideas and strategies related to emergency department patient satisfaction.**

## **CME/CEU Disclosure Statement**

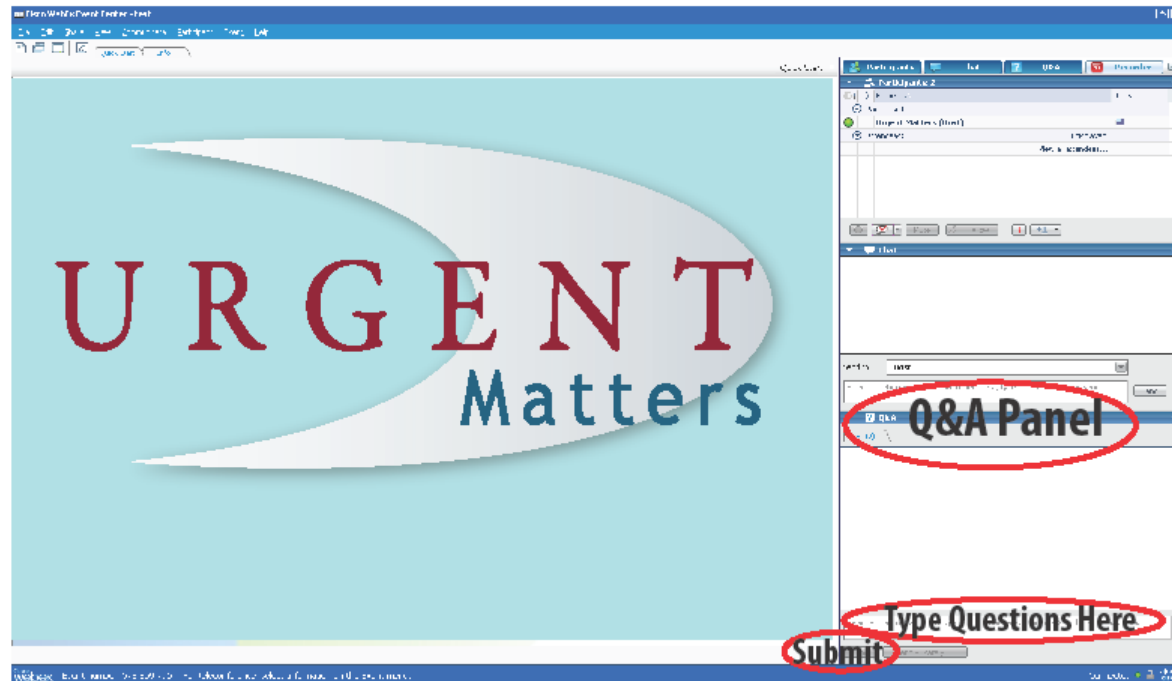
**All speakers and planners completed financial disclosure declarations. Upon disclosure, none of the speakers or planners had any relevant financial relationships to report.**



## Asking Questions

The question and answer period of the conference will be interactive. We have scheduled approximately 15 minutes for questions at the end of the presentation. To submit a question, simply type your question in the designated area in the right column of the screen at any time during the conference. If your question is not selected to be answered during the webinar, you can re-submit the question by e-mail to [info@urgentmatters.org](mailto:info@urgentmatters.org)

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The screenshot displays a webinar interface. On the left, a large light blue oval contains the text "URGENT Matters" in red and blue. On the right, a sidebar contains a "Q&A Panel" section, which is circled in red. Below the Q&A panel, there is a text input field with the placeholder text "Type Questions Here" and a "Submit" button, both also circled in red. The interface includes standard browser navigation buttons and a status bar at the bottom.



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# Thank You For Participating!

## Receiving CME/CEU Credit

Immediately following the webinar Urgent Matters will be sending an email that will include an evaluation of the webinar. Once you have completed the online evaluation you will be automatically directed to a website containing instructions for receiving CME/CEU credits. The page will include a link that will allow you to download the claim form provided by The George Washington University Medicine and Health Sciences. Please send the completed form by mail or fax to the address listed on the form.

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## Recording

A recording of this conference will be posted on the Urgent Matters website at <http://urgentmatters.org> along with the powerpoint presentations

The best way to learn about Urgent Matters events is to sign up for our E-newsletter at <http://urgentmatters.org>

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