

Should I stay or should I go?

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How can emergency department waiting time forecasts benefit patients?

Almost half of all patients who go to hospital Emergency Departments with semi-urgent or non-urgent health complaints experience long waiting times. How can we empower health consumers to make choices that improve their access to appropriate and timely care? We want to reduce the impact of long ED waiting times on patient experiences and health outcomes by delivering accurate waiting time forecasts. We can now use Artificial Intelligence to accurately predict waiting times, and next we want to work with consumers to figure out how people with semi-urgent and non-urgent health complaints want to receive this information. We also want to understand how accurate waiting time forecasts might influence your experience in the ED.



Illustration of the waiting time forecast

Our questions for you

How important is it for you to know how long you could be waiting in the Emergency Department?

What information about ED waiting times do you need? How and when would you like to access that information?

How might access to an accurate waiting time forecast change your experience or decisions about going the Emergency Department?

Future involvement opportunities

- Who:** Up to 60 consumers who are diverse in age, gender, cultural background, socio-economic status, and frequency and reason for going to the Emergency Department
- What:** Participate in a small group discussion aiming to build consensus around how to deliver Emergency Department waiting time information to health consumers
- When:** 2023 (subject to funding)
- Where:** To be announced
- How:** In person, for 3 hours. Consumers will be reimbursed for their time, in accordance with Health Consumers Queensland recommendations.
- Why:** To provide actionable and useful waiting time forecasts, we are focussing on understanding consumer preferences for Emergency Department waiting time information. This will inform our development of the digital health solution, which we will implement and evaluate in one Brisbane hospital Emergency Department.



Scan the QR Code to get in touch with Anton about consumer involvement on this project.

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I acknowledge the Traditional Custodians of the land where I work and live. I pay respect to Elders past, present and emerging.