

# Table of Contents

|                                                                                                 |     |
|-------------------------------------------------------------------------------------------------|-----|
| Chapter 1: The State of the Modern Emergency Department . . . . .                               | 1   |
| Chapter 2: Establish a Culture of Loving Care . . . . .                                         | 9   |
| Chapter 3: Retention in the ED—<br>How to Keep Your Team Engaged and Committed . . . . .        | 25  |
| Chapter 4: Rewiring the ED Onboarding Experience. . . . .                                       | 31  |
| Chapter 5: Why Great Leaders Matter in the ED...<br>and How to Create Them. . . . .             | 39  |
| Chapter 6: Focus on Building Trust . . . . .                                                    | 51  |
| Chapter 7: Tackling Burnout and Trauma—<br>Get Intentional on Staff Well-Being. . . . .         | 63  |
| Chapter 8: Teamwork and Communication in<br>High-Stress Environments . . . . .                  | 79  |
| Chapter 9: Streamlining Operations—The Power of Efficiency . . . .                              | 91  |
| Chapter 10: Interdepartmental Collaboration—<br>Breaking Down Silos for Seamless Care . . . . . | 101 |
| Chapter 11: Creating a Memorable and<br>Meaningful Emergency Department Experience. . . . .     | 107 |
| Acknowledgments . . . . .                                                                       | 115 |
| Endnotes . . . . .                                                                              | 117 |
| About the Author. . . . .                                                                       | 131 |
| Diagnose Before You Rewire: The HPSG<br>Emergency Department Assessment. . . . .                | 133 |
| From Insight to Action: HPSG Emergency<br>Department Coaching . . . . .                         | 135 |

Engage an Emergency Department  
Expert to Speak to Your Organization . . . . . 137  
About Healthcare Plus Solutions Group . . . . . 141  
Want More Copies for Your Team? Here's How to Order. . . . . 143