

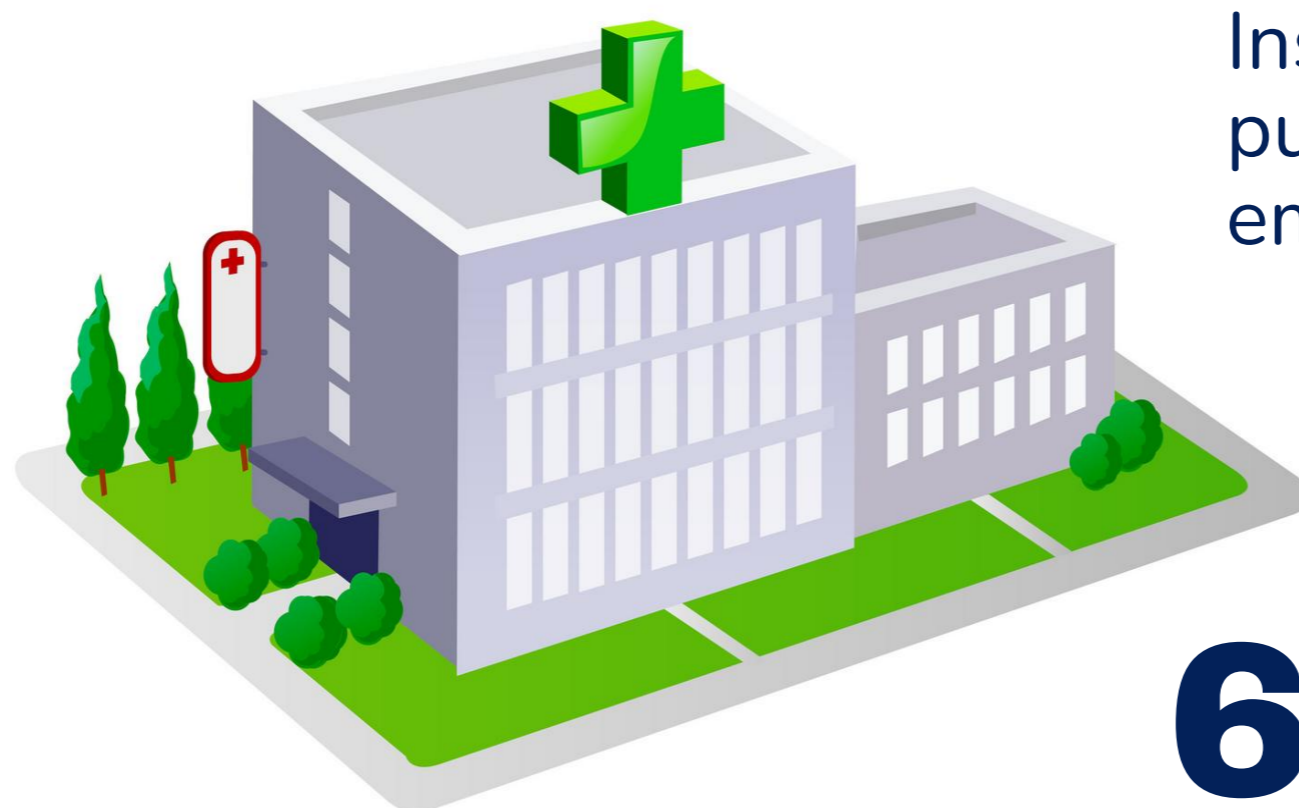
# Emergency Departments Overview Report 2022

In April 2022, HIQA commenced a new monitoring programme of inspections in healthcare services against the *National Standards for Safer Better Healthcare*.



**5/7**

emergency departments were over capacity.



**7**



Inspection findings published from emergency departments.

**6/7**



emergency departments were experiencing staffing shortfalls on the day of inspection.



## Key findings



Emergency department environments are **compromising** patient privacy, dignity and confidentiality.



**Overcrowding** in emergency departments is presenting a patient safety risk.



Significant areas for **improvement**:  
- workforce  
- patient dignity  
- safe and effective care.



Most hospitals **non-compliant** with HSE national performance indicators relating to emergency departments.

# What patients spoken with on inspection said



No delay, was seen quickly and isolated. I was surprised at how quickly I got to the ward.



Staff are doing their best, but is there enough of them?



The waiting is terrible but what can you do?



There seems to be more patients here than I have seen before when I came to ED- there is no dignity in this.



I have been seen sooner than I expected to, given all you hear about waiting in ED, and I am just waiting to hear the results of my x-ray now.

## Key areas to be addressed

1.

Responsive leadership, governance and management arrangements at local, regional and national level.

2.

The need to continue to urgently build additional capacity within the whole healthcare system, both acute and community.

3.

A more effective approach to strategic workforce planning to better anticipate and manage shortages.

4.

Effective monitoring and management of patient safety risks.