

## Emergency Nursing 2026: Process Improvement Showcase

ENA welcomes submissions from around the world that explore and highlight the best in performance improvement from all emergency nurses, including ENA members and nonmembers. All those interested in showcasing their project at Emergency Nursing 2026 must first complete a storyboard through the call for content submission site. Submissions will be peer reviewed and scored for official selection.

In the Process Improvement Showcase, you will gain valuable insight into how emergency nursing teams overcome common process and workflow challenges. Nurses representing various organizations will share data-driven tactics and creative approaches to everyday hurdles, leading to measurable outcomes, resulting in frontline process and performance improvement. The presenters will engage the audience through the exchange of ideas, networking and peer-to-peer connections. Participants can expect advanced access to detailed storyboards outlining each project and subsequently gaining actionable first-hand insight as each presenter provides a brief project overview and entertains audience questions. Whether you're new to performance improvement or a seasoned change agent, the showcase will inspire new ideas and partnerships that keep quality, efficiency and innovation at the heart of every emergency department.

### Submitting your proposal:

ENA chose the storyboard format as it allows audiences to quickly grasp the main points by providing only the most essential information. Including one or more easy to understand charts that demonstrate the impact of the effort is highly recommended.

- Review the storyboard example on pages 3-4
- Follow the storyboard template on page 2 to simply and clearly communicate your performance improvement project
- Complete the storyboard template and submit your file via the **Process Improvement Showcase Storyboard Template Task**
- Complete all other assigned tasks, such as adding speaker information

### Next steps:

Emergency Nursing 2026 will have dedicated sessions designed to highlight performance improvement projects during the Process Improvement Showcase. All selected storyboards will be offered to session attendees as an online handout via the ENA Events App.

**Additionally, submitters will be asked to give a short presentation on their project and participate in a meet and greet. You will be notified if your storyboard is selected for an oral presentation.**

## Storyboard Template

### Project Name

**Problem:** One sentence on the issue or opportunity being addressed by this PIP.

**Aim:** One sentence on what this PIP aims to achieve.

**Intervention(s):** Briefly describe what change was introduced to address the problem or opportunity. If there was more than one change, use bullet points to list the multiple interventions.

**Measures/Indicators:** List what measure(s) or indicator(s) are being used to monitor whether the change is effective.

**Results:** One to two sentences on the results. Consider including a graph with notes that gives a picture of the impact of the changes over time or stories that describe the success.

**Lessons Learned:** Document one or two key lessons that were learned through the PIP. From this content, the facilitator will adapt questions and dialogue for the Process Improvement Showcase during Emergency Nursing 2026. Please feel free to include both positive and negative lessons.

**Next Steps:** Performance improvement is a continuous process. In one to two sentences, describe the next steps (e.g., to further refine the intervention; to introduce the change in other parts of the nursing home; to take steps to standardize the change).

### Contact Information

### Additional Notes

ENA encourages you to include additional information, such as:

- Pictures or images that help bring the story to life.
- Names of the PIP team members.
- Description or visual of any quality improvement tools utilized.
- Specific references from the literature that support the change approach.
- One image of your facility.

## Example Storyboard

### Sunnyside Nursing Home Busy City, Massachusetts November 21, 2012

**Problem:** Beginning in April 2011, Sunnyside began to see an increase in pressure ulcers among its high-risk residents. In June 2011, more than 10% of high-risk residents had been diagnosed with a pressure ulcer.

**Aim:** To reduce the occurrence of pressure ulcers in high-risk residents to less than five percent by November 2012.

#### Interventions:

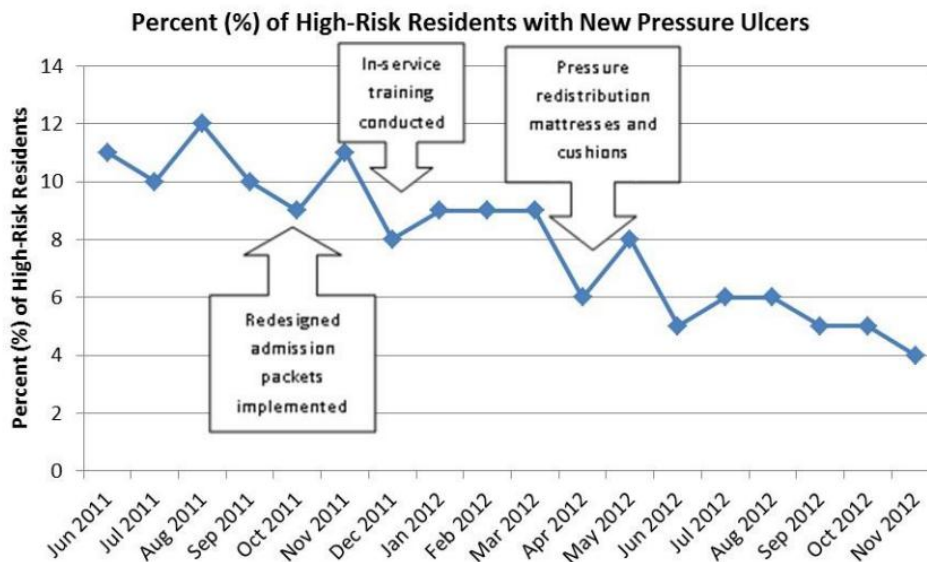
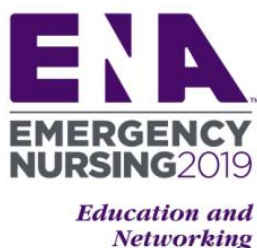
- Redesign admissions packet to include the comprehensive pressure ulcer risk assessment form, to be completed within a resident's first 24 hours of admission
- Require a half day in-service training for all nursing assistants and licensed nursing staff on assessment for pressure ulcer risk and prevention
- Utilize pressure redistribution mattresses for all residents at high risk for pressure ulcers
- Utilize pressure redistribution wheelchair cushions as applicable for all residents at high risk for pressure ulcers

#### Measures:

- Process measure: Number of new residents with completed pressure ulcer risk assessment within 24 hours of admission (Measure Goal: One hundred percent of new residents by March 2012)
- Process measure: Number of residents at high risk for pressure ulcers with pressure redistribution mattresses (Measure Goal: One hundred percent of residents at high risk for pressure ulcers will have pressure redistribution mattresses by May 2012)
- Process measure: Number of residents at high risk for pressure ulcers and that use a wheelchair with pressure redistribution wheelchair cushions (Measure Goal: One hundred percent of high-risk residents using wheelchairs will have pressure redistribution cushions for their wheelchairs by May 2012)
- Outcome measure: Percent of high-risk residents with new, nursing home-acquired pressure ulcers (Measure Goal: Less than five percent by November 2012)

#### Results:

As of April 2012, all new residents at Sunnyside received a comprehensive pressure ulcer risk assessment within 24 hours of admission. One hundred percent of high-risk residents have pressure redistribution mattresses. One hundred percent of high-risk residents who use a wheelchair have a pressure redistributing wheelchair cushion. The facility experienced a reduction in new pressure ulcers among high-risk residents over the 18-month period, from a high of twelve percent in August 2011 to a low of five percent in November 2012.



### Lessons Learned:

Although Sunnyside had a policy in place that each new resident should receive a pressure ulcer risk assessment, the admission packets were not set up to help prompt staff to do so consistently with each admission. Nursing staff need more frequent training on pressure ulcer risk assessment and prevention.

### Next Steps:

Continue monitoring to make sure current pressure ulcer rates are maintained or improve. Integrate the pressure ulcer assessment tool into the facility's electronic resident records system. Develop a more frequent training program on pressure ulcers for nursing staff.

### Contact Information:

If you have any questions about this information, please contact xxx at xxx.

Source: Adapted with permission from the Institute for Healthcare Improvement (<http://www.IHI.org>)

This storyboard example used in this document can be found:

<https://www.cms.gov/Medicare/Provider-Enrollment-andCertification/QAPI/downloads/PIPStoryBdGuide.pdf>