

The Ask Me to Explain campaign: a 90-day intervention to promote patient and family involvement in care in a pediatric emergency department.

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Tothy AS, Limper HM, Driscoll J, et al. The Ask Me to Explain Campaign: A 90-Day Intervention to Promote Patient and Family Involvement in Care in a Pediatric Emergency Department. *Jt Comm J Qual Patient Saf.* 2016;42(6):281-5.

<https://psnet.ahrq.gov/issue/ask-me-explain-campaign-90-day-intervention-promote-patient-and-family-involvement-care>

This study reports on efforts to enhance communication between clinicians and patients in an urban pediatric emergency department. A rapid-change project resulted in significant improvement in patient perceptions of communication—clinicians were perceived as being more sensitive to patients' concerns and displayed better listening behaviors. Poor discharge communication in the emergency department has been linked to safety concerns in [prior studies](#).