

Clinicians' insights on emergency department boarding: an explanatory mixed methods study evaluating patient care and clinician well-being.

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<https://psnet.ahrq.gov/issue/clinicians-insights-emergency-department-boarding-explanatory-mixed-methods-study-evaluating>

Quantitative studies have demonstrated that emergency department (ED) [overcrowding](#) and patient boarding contribute to [adverse](#) events. This study includes both qualitative and quantitative methods to understand how ED clinicians view the impact of boarding on their own well-being as well as patient safety. Key themes include clinician dissatisfaction and burnout, and high rates of verbal and physical abuse from boarding patients. Possible solutions included improved [standardization](#) of care, proactive planning, and culture change hospital-wide.