INVESTIGATING THE USE OF REAL-TIME DATA IN NUDGING PATIENTS’ EMERGENCY DEPARTMENT (ED) ATTENDANCE BEHAVIOUR

Decision-making in healthcare is a complex process involving multiple stakeholders. One such stakeholder category is the intended users of the system itself – the patients. We present a study in which users use real-time hospital operations data to make attendance choices. The work was carried out with the Torbay & South Devon NHS Foundation Trust (TSDFT) and its network of Minor Injury Units (MIUs) and one Emergency Department (ED). The aim of this research was to provide information transparency on ED/MIU waiting times which would allow recipients, including, significantly, patients who are in need of urgent medical attention, to make informed decisions as to the facility that could best serve their needs. This work will contribute towards reducing pressure in ED by redistributing demand for minor ailments among the MIUs, since the MIUs have facilities for the treatment of minor injuries and the ED exists mainly for emergency and life-threatening conditions.