


FAMILIAR FACES QI PROJECT

**PROJECT LEAD:
DR. LAURA KELLY**



The Emergency Department has several dozen patients who are “familiar faces”, some have complex needs and require consistent attention. Some are demanding narcotics and when they don’t receive them become aggressive. The Physicians are developing consistent care plans for these patients along with Ruth Farnan the Emergency Department Manager, and a critical care nurse. The hope is that with consistent care across the board, patients will receive better outcomes and staff and physicians are less likely to be involved in altercations.