The Emergency Room Improvement Committee (ERIC) is a new Interprofessional collaboration between emergency department (ED) nursing and physician leadership, which meets weekly and focuses on Emergency ED operations. The nurse manager, physician medical director, nurse educator, physician assistant, and staff nurses form a core team which collaborates with multiple other departments that have a stake in caring for ED patients.

Using ERIC as a structure for healthcare leadership has allowed ED nursing and physician teams to build relationships with radiology, registration, laboratory, pharmacy, central stores, security, and environmental services. Weekly meetings with the relevant groups have helped to establish the ED as a department that is committed to quality patient care, collaboration, and continuous improvement. A few measurements of ERIC’s success are listed below:

**Patient Satisfaction.** Committee discussions led to the development of a nursing patient callback program and a new initiative to send thank you cards from nurses to patients.

**Central Stores**—ERIC has led to a 5S project to standardize patient rooms. By collaborating with Central Stores, we created a list of stock/non-stock items to reduce costs, and have improved our stocking process by using an exchange cart system designed in ERIC.

**Security/Environmental services.** Work in ERIC resulted in increased security staff presence in the ED to ensure safety; improved housekeeping in the ED; and, most importantly, an increased supply of pillows to improve patient comfort!

**Contact:** Theresa.crowell@swedish.org