Hospital Emergency Departments: Bibliography (GAO-09-348SP, April 30, 2009), an E-supplement to GAO-09-347.

Read the Full Report: Hospital Emergency Departments: Crowding Continues to Occur, and Some Patients Wait Longer than Recommended Time Frames (GAO-09-347, April 30, 2009).

This document presents a bibliography of a literature review conducted as part of our work on emergency department crowding (GAO-09-347). As part of our work to analyze and report on information made available since 2003 about (1) three indicators of emergency department crowding—ambulance diversion, wait times, and patient boarding, and (2) factors that contribute to emergency department crowding, we conducted a literature review of 197 articles, including articles published in peer-reviewed and other periodicals, publications from professional, research, and other organizations, and reports issued by federal and state agencies. In examining the information made available since 2003 about indicators of crowding during our literature review, we also analyzed articles for what was reported on the effect of crowding on patient quality of care and proposed strategies to address crowding. In order to obtain these articles, we conducted structured searches of 16 research databases and obtained articles identified as a result of interviews with federal officials, professional and research organizations, and subject-matter experts, and through searches of related Web sites.

We reviewed 197 articles, publications, and reports (which we call articles) on emergency department crowding published on or between January 1, 2003, and August 31, 2008. This e-supplement lists each article we reviewed for this engagement and is arranged in four separate sections based on the type of article: (1) articles reporting results of quantitative analysis, (2) commentaries, (3) articles reporting on literature reviews, or (4) other articles, which include articles published on or between January 1, 2003, and August 31, 2008, that were identified as a result of our interviews with federal officials, professional and research organizations, and subject-matter experts. This fourth category, “other articles,” includes articles that are published by professional associations to report results of their surveys. Additional information about the methodology used in the literature review is contained in our report, Hospital Emergency Departments: Crowding Continues to Occur, and Some Patients Wait Longer than Recommended Time Frames (GAO-09-347).

Each section of articles is alphabetized by the author’s last name or by the title of the article if there is no author.

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1Boarding in the emergency department refers to a patient remaining in the emergency department after the decision to admit to the hospital or transfer the patient to another facility has been made.

2We did not include articles that were published outside of the United States, used subjects or data from outside the United States, were only available in an abstract form, focused on issues other than day-to-day emergency department operations, or were unrelated to emergency department crowding.
We conducted this performance audit from May 2008 through April 2009 in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

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If you have questions concerning this bibliography, please contact Marcia Crosse at (202) 512-7114 or crossem@gao.gov.
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“Hospital’s Primary Care Center Relieves ED Logjam.” *ED Management*, March 2006.


“JCAHO Wants To Know Your Solutions For ED Crowding.” *ED Nursing*, vol. 6, no. 11 (2003).


“Use Creative Thinking to Streamline ED Patient Flow: Program Wows Hospital ED.” *Hospital Case Management*, vol. 12, no. 5 (2004).

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