

- 6- IMCI Follow up after training and ongoing supervising.
- 7- Scaling up the IMCI Training activities

29) Patient Education “Using Film to Reduce Unnecessary Pediatric Emergency Departments Visits”

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Needs analyses conducted in emergency departments (EDs) in Middle East and Canada

suggests that growing numbers of pediatric visits is a cross-border issue. Downstream effects of increased visits include prolonged waiting times, patient/parent dissatisfaction, physician dissatisfaction, and decreased quality of patient care. The needs analyses showed that fever, vomiting/diarrhea and respiratory complaints are the three most common reasons for pediatric EDvisits. Parents often have significant anxiety around these complaints; particularly fever (Betz and Grunfeld, 2006). While many visits are warranted, large volumes of non-urgent visits may affect the quality of care in emergency departments (Pines and Hollander, 2008) and increase the number of patients who leave without being seen by a physician (Fernandes *et. al.*, 1997). Addressing the three most common causes of pediatric visits may improve the situation in EDs in these countries.

