TCS: THE COMFORT SPACE
"Where Compassion Meets Comfort"

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INTRODUCTION

Emergency Departments often require clinicians to deliver bad news, discuss end-of-life care, DNR orders, advance care planning under intense time pressure and in suboptimal environments. These critical conversations can profoundly affect both families and staff. To support these high-stakes conversations, **The Comfort Space (TCS)** was developed.

CASE DESCRIPTION

Communication failures account for nearly **one-third** of patient complaints in emergency care, with **global rates between 28–30%**[1][2]. A Malaysian ED survey **(n=324)** reported moderate but inconsistent satisfaction **(65.0 ± 35.76)**[3]. TCS was implemented and evaluated over 12 months using structured feedback collected from clinicians and 24 family members.

Figure 1: Analysis of TCS Utilization
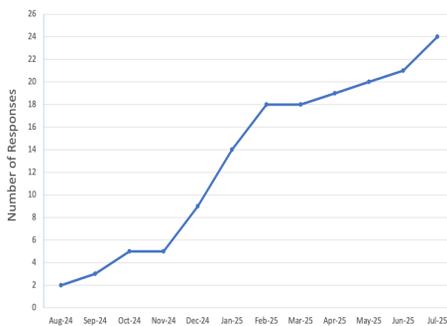
Figure 2: Workflow and brief video presentation of TCS

Figure 3: The Comfort Space Hospital Rembau

REFERENCES

1. https://pmc.ncbi.nlm.nih.gov/articles/PMC6548105/
2. https://pubmed.ncbi.nlm.nih.gov/11993834/
3. https://www.researchgate.net/publication/323166897_Survey_on_patient's_satisfaction_on_the_service_quality_in_an_emergency_department_in_Malaysia

DISCUSSION

Upon implementation of TCS, **family members satisfaction increased by 91%**, and **communication-related formal complaints declined**. Clinicians reported a **77% reduction in repeated explanations**, a **43% decrease in emotional fatigue and conflict**, and a **79% improvement in communication confidence**.
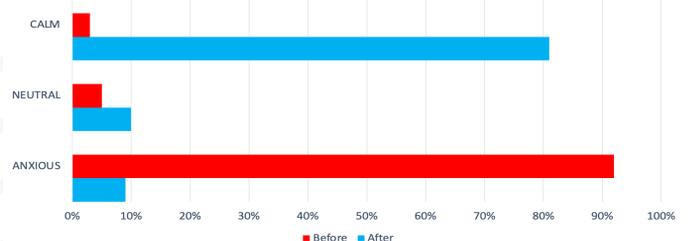

Figure 4: Evidence-based solution of TCS
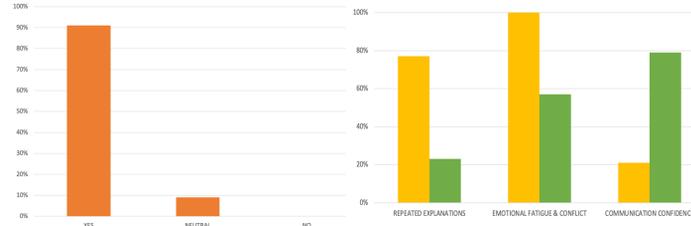
Figure 5: Family members satisfaction with TCS

Figure 6: TCS Outcomes for clinicians

Figure 7: Family members emotional state

CONCLUSION

The Comfort Space redefines emergency communication by integrating privacy, digital tools, and structured empathy. Its future vision includes nationwide replication across MOH hospitals, collaboration with private agencies to strengthen communication skills and junior clinician development, and the use of specialist video consultations to enhance patient care through expertise sharing, setting a new benchmark for compassionate, patient-centred emergency communication.

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