

ED Quality Framework

ED Quality Standards (those marked with an * indicates a direct link to the NSQHS)

Context	Standards detail	Suggested Evidence
CLINICAL PROFILE		
	Participation in the clinical indicator collection	<ul style="list-style-type: none"> • ACHS Clinical Indicator submission documentation
	Regular clinical audits including*: <ul style="list-style-type: none"> • Hand hygiene • Antibiotic stewardship • Blood and blood product usage • Pressure injury assessment • Preventing falls • Recognition of deteriorating patient 	<ul style="list-style-type: none"> • Documentation of the audit(s) undertaken • Registry of audits and reviews undertaken within a department • Action Plans resulting from the audit(s) • Active participation in whole of organisation improvement activities • Development/revision of policy, protocols and tools • Improvement data
	Audit of procedural complications: <ul style="list-style-type: none"> • high volume or high risk clinical conditions • documentation standards • clinical guideline compliance/variance • consultant sign-off for high risk patients • time to critical interventions • time to analgesia • written discharge instructions • unplanned returns to emergency department • patient identification and procedure checking* 	<ul style="list-style-type: none"> • Documentation of the audit(s) undertaken • Registry of audits and reviews undertaken within a department • Action Plans resulting from the audit(s) • Improvement data
	Audit of medical imaging <ul style="list-style-type: none"> • appropriateness • turnaround time • results checking • patient identification and procedure checking* 	<ul style="list-style-type: none"> • Documentation of the audit(s) undertaken • Registry of audits and reviews undertaken within a department • Action Plans resulting from the audit(s) • Improvement data
	Audit of pathology <ul style="list-style-type: none"> • appropriateness • turnaround time • results checking 	<ul style="list-style-type: none"> • Documentation of the audit(s) undertaken • Registry of audits and reviews undertaken within a department • Action Plans resulting from the audit(s) • Improvement data

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	Audit of medication errors*	<ul style="list-style-type: none"> • Documentation of the audit(s) undertaken • Registry of audits and reviews undertaken within a department • Action Plans resulting from the audit(s)
	Regular mortality and morbidity meetings	<ul style="list-style-type: none"> • Minutes of the M&M meetings • TOR of the M&M meetings • Documentation relating to actions, audits and improvements made from M&M meetings
	Guidelines for orientation to the emergency department	<ul style="list-style-type: none"> • Orientation booklet • Orientation DVD • Department records detailing individual participation in orientation • Participant satisfaction
	Participation in national registries submission of data to jurisdictional / national registries relevant to hospital profile	<ul style="list-style-type: none"> • Data submissions • Reports relating to the submission of data
EDUCATION & TRAINING PROFILE		
	Departmental educational program including regular meetings: <ul style="list-style-type: none"> • guaranteed staff access to program (protected teaching time) • a record of attendance • evidence of periodic evaluation of education program 	<ul style="list-style-type: none"> • Staff timetables • Rosters • Attendance registers • Evaluations of educational programs • Agenda relating to meetings • Minutes of meetings
	Presence of Director of Emergency Medicine Training (DEMT): <ul style="list-style-type: none"> • Primary/Fellowship Exam Program • satisfactory registrar feedback 	<ul style="list-style-type: none"> • Job description
	Instructors for accredited training courses <ul style="list-style-type: none"> • Advanced Paediatric Life Support (APLS) • Advanced Trauma Life Support (ATLS) • Advanced Complex Medical Emergencies (ACME) • Emergency Life Support (ELS) 	<ul style="list-style-type: none"> • Job description • Training course programs detailing instructors providing sessions cross referenced with ED departmental staff list
	Staff who have completed accredited training courses <ul style="list-style-type: none"> • Advanced Paediatric Life Support (APLS) • Advanced Trauma Life Support (ATLS) • Advanced Complex Medical Emergencies (ACME) 	<ul style="list-style-type: none"> • Attendance registers cross referenced with ED departmental staff list

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	<ul style="list-style-type: none"> • Emergency Life Support (ELS) • Advanced Life Support (ARC) • Front desk staff training courses 	
	<p>Departmental educational roles:</p> <ul style="list-style-type: none"> • DEMT/medical educator • nursing educator • administration staff educator 	<ul style="list-style-type: none"> • Job description • Educational program calendar • Program outlines • Evaluations
	<p>Academic emergency appointments</p> <ul style="list-style-type: none"> • professor of emergency medicine /nursing • lecturer in emergency medicine /nursing • research Fellow • postgraduate students 	<ul style="list-style-type: none"> • Job descriptions • Departmental staff list
	<p>Student teaching and training in multiple disciplines</p>	<ul style="list-style-type: none"> • Timetables • Agendas • Attendance list • Evaluations
	<p>Participation by staff in scientific and professional association meetings including hosting, attendance</p>	<ul style="list-style-type: none"> • Abstracts • Programs
	<p>Collaboration with educational institutions across multiple disciplines:</p> <ul style="list-style-type: none"> • universities • learned colleges 	<ul style="list-style-type: none"> • Evidence of joint programs
	<p>Participation by staff in continued professional development (CPD) including in clinical governance and quality improvement training*.</p>	<ul style="list-style-type: none"> • Training register • Annual list of training and courses provided and participated in by ED staff • Annual registration audits
	<p>Credentialing of staff:</p> <ul style="list-style-type: none"> • ultrasound • procedural sedation • other 	<ul style="list-style-type: none"> • Certificates • Programs • Attendance lists
	<p>Staff competencies:</p> <ul style="list-style-type: none"> • Basic Life Support (BLS) • Advanced Life Support (ALS) • Other 	<ul style="list-style-type: none"> • Job description • Appraisals • Certificates • Programs

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		<ul style="list-style-type: none"> • Attendance lists
	Participation in multidisciplinary, interdepartmental, and pre-hospital & retrieval education	<ul style="list-style-type: none"> • Certificates • Programs • Attendance lists
RESEARCH PROFILE		
	<p>Academic emergency appointments</p> <ul style="list-style-type: none"> • professor of emergency medicine /nursing • lecturer in emergency medicine /nursing • research fellow • postgraduate students 	<ul style="list-style-type: none"> • Job descriptions • Departmental staff list
	<p>Research grants:</p> <ul style="list-style-type: none"> • number of grants • type of grants • funding received 	<ul style="list-style-type: none"> • Documentation of grant information • Annual reports • Departments reports
	Research awards	<ul style="list-style-type: none"> • Media articles • Documentation of award
	Research projects (internal and external to the department)	<ul style="list-style-type: none"> • Project report • Project synopsis
	Research presentations at scientific meetings (including 4.10 poster, and oral presentations)	<ul style="list-style-type: none"> • Actual presentations • Program of scientific meeting
	<p>Publications by emergency department staff</p> <ul style="list-style-type: none"> • book chapters • refereed journal articles 	<ul style="list-style-type: none"> • Copies of relevant publications • Bibliography of all publications for staff in ED
	<p>Uptake of research outcomes</p> <ul style="list-style-type: none"> • Process for review of evidence and incorporation into practice • Policies, guidelines etc referenced to relevant, credible sources 	<ul style="list-style-type: none"> • Process and evidence of uptake • Referenced reviewed documents
ADMINISTRATION PROFILE		
	A designated Quality Team (including medical and nursing staff, may include clerical and allied health professionals)*	<ul style="list-style-type: none"> • Job descriptions • Roles and responsibilities • Meeting minutes • Meeting TOR

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	<p>Regular audits</p> <ul style="list-style-type: none"> • waiting times • death audit • trauma audit • complaints/patient satisfaction • clinical practice guideline and protocol compliance /variance 	<ul style="list-style-type: none"> • Documentation of the audit(s) undertaken • Registry of audits and reviews undertaken within a department • Action Plans resulting from the audit(s) • Improvement data
	<p>Risk management:</p> <ul style="list-style-type: none"> • formal pathology and radiology results checking process • incident monitoring with feedback to clinicians 	<ul style="list-style-type: none"> • Documentation of the audit(s) undertaken • Action Plans resulting from the audit(s) • IMS feedback • Improvement data
	<p>Financial considerations:</p> <ul style="list-style-type: none"> • departmental budget • business plan 	<ul style="list-style-type: none"> • Business plan • Department budget • Variance reports
	<p>Equipment considerations:</p> <ul style="list-style-type: none"> • Maintenance and replacement as per G15 • Access to bedside ultrasound 	<ul style="list-style-type: none"> • Stocktake and gap analysis of equipment in ED Assessment against recommended equipment • Equipment requests
	<p>Workforce considerations as per G23:</p> <ul style="list-style-type: none"> • Number of filled full time equivalence (FTE) / Total FTE – for FACEMs, Trainees, nurses, and clerical • sick leave rates • turn over rates at each level and for each discipline • vacant positions and time to recruit • completion rates of contracts • staff satisfaction • staff complaint resolution • clinical support time • accumulation of professional development leave • occupational safety including nosocomial infections, and violent incidents • performance appraisal • staff meetings to ensure continuity of communication • structured administration: 	<ul style="list-style-type: none"> • Complaint reports • Staff satisfaction survey • Patient satisfaction survey • Workforce gap analysis • Rosters • Timetables • Staff meeting minutes and agendas • Departmental organisational chart • Data reports: <ul style="list-style-type: none"> ○ HR reports ○ sickness ○ retention rates ○ vacancy ○ Violence and aggression statistics ○ OH report
	<p>Partnering with consumers*:</p> <ul style="list-style-type: none"> • Involvement with consumers in planning, evaluation and improvement activities • Active approach to person centered care 	<ul style="list-style-type: none"> • Committee TOR • Attendance rates • Consumer feedback

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PROFESSIONAL PROFILE

	<p>Participation of staff in the work of some or all of the following through committee membership, workshops, provision of feedback and / or submission for e.g.:</p> <ul style="list-style-type: none"> • Local / regional committees bodies representing emergency medicine • ACEM and other relevant professional Colleges, Health Departments and relevant bodies (International, Australasian, Commonwealth, State/Territory) e.g. ECI, ACI, HETI, NSW Health • Australian Council on Healthcare Standards (ACHS) • Australian Commission on Safety and Quality in Healthcare (ACSQHC) • Australian Institute of Health and Welfare (AIHW). 	<ul style="list-style-type: none"> • Committee membership registry / TOR • Registry of attendance • Registry of submissions
	Other	