

SAQ 7

You have been invited to join your Emergency Departments Quality Improvement Workgroup

a. List the key steps in the Quality Improvement Cycle? (4 Marks)

Plan - the change - 1 Mark

Do - implement the change - 1 Mark

Check - monitor and review the change - audit - 1 Mark

Act - revise / review the plan and repeat the cycle - 1 Mark

Exact wording not required statements consistent with concept will be given marks

Taken from Dunn Emergency Medicine Manual 5th Edition Volume 1 Chp 22 Pg 351

b. List six clinical indicators used in Emergency Medicine to measure clinical care and outcomes. (6 Marks)

1 Mark to maximum of 6 for any of:

ATS Compliance

% Access block

STEMI - time to angio / thrombolysis

Admission rates

DNW Rates

Number of deaths in ED

Time to antibiotics

Time to analgesia

NEAT Compliance

Trauma audits

Satisfaction surveys - patients or staff

Staff retention / sick leave

Patient complaints audit

Notes audits

Occupational health and safety audits - staff injuries or needle sticks etc.

Missed results audit

List not exhaustive - taken from Taken from Dunn Emergency Medicine Manual 5th Edition Volume 1

Chp 22 Pg 352 and Cameron Textbook of Adult Emergency Medicine 3rd Edition Section 27.3 Pg 822