Admin. ~ Short Answer

**Question 1.**

**There have been a number of incidents in your emergency department short stay unit where patients have unexpectedly deteriorated during their stay.**

**A.) Outline the steps you would take to tackle this problem**

* (4 marks)

**B.) How would you investigate this problem?**

* (4 marks)

**C.) What are the types of issues that you think may have contributed to these incidents?**

* (6 marks)

**D.) How would you implement the changes to be made?**

* (6 marks)

**E.) What would you do then?**

(4 marks)

Author: J Haire

Ref: Cameron p. 720-22; Dunn p. 7-8

**Question 2.**

**You are the Director of an emergency department. You have received allegations from the Head of the Division of Medicine that an emergency physician in your department has been consistently rude and condescending to its medical registrars.**

**A.) Outline the steps you would make in response to this.**

(8 marks)

**B.) How would you investigate this?**

* (6 marks)

**C.) If these allegations prove to be founded, how would you then approach the problem?**



(6 marks)

Ref: Cameron p. 733-38; Dunn p. 9-12

**Question 3.**

**The table shown describes the performance by Australasian Triage Scale (ATS) of your emergency department over a one month period.**

**A.) What are the ACEM targets for time to be seen per triage category and what & is to be seen in that time?**

|  |  |  |
| --- | --- | --- |
| ATS Category | Time to be seen | ACEM % seen in time target |
| 1 | Immediately | 100 |
| 2 | 10 mins | 80 |
| 3 | 30 mins | 75 |
| 4 | 60 mins | 70 |
| 5 | 2 hours | 70 |

(5 marks)

**B.) How does this department perform with regards to the ACEM targets?**

* (3 marks)

**C.) What measures could be made within ED to improve these times?**

(6 marks)

**D.) What measures could be made in the rest of the hospital to improve these times?**

* (5 marks)

Ref: Dunn p.2-4

**Question 4.**

**You have been called to assist a junior doctor dealing with an upset family. The family is unhappy with the proposal of a “Do Not Resuscitate” order for their elderly mother.**

**A.) What are you initial actions in response to this problem?**

* + - (4 marks)

**B.) How will you then approach the patient and the family?**

* (8 marks)

**C.) What else needs to be investigated and resolved from this problem?**

(3 marks)

**D.) When making these end of life decisions what are the important factors that need to be considered?**

* (3 marks)

Ref: Cameron p. 733-38; Dunn p. 9-12

**Question 5.**

**You are the director of an urban emergency department.  Your staff have brought to your attention the case of a 24 year old woman who has presented to your emergency department on 15 occasions in the past two weeks.  On each occasion she complains of severe abdominal discomfort.  Investigations have failed to find a cause.  She has recently moved to your area from interstate, where she states “the doctors couldn’t help me”.  When given analgesia, she usually leaves the department without further assessment.**

**A.What are the possible causes for her presentations?**

* (4 marks)

**B.How would investigate this problem?**

* (4 marks)

**C.What would you do after the investigation had been concluded?**

* (6 marks)