**SAQ**

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*