MH SAQ practice Administration and Management

**SAQ One**

You are the Director of the emergency department with the following problem - the

hospital’s access block is 47% and its bed occupancy is 92%.

a) How is access block measured? (1 mark)

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b) List 3 factors that may contribute to access block (3 marks)

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c) Give 3 solutions to this problem that may be implemented at the hospital level (3 marks)

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d) Give 3 solutions that may be implemented by the ED (3 marks)

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e) You are asked to comment on the effects of access block to the hospital board.

List 6 key effects you will highlight.

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**SAQ Two**

A 45 year old man with chronic pancreatitis and chronic liver failure frequently presents to your emergency department requesting analgesia for abdominal pain. The intern has reviewed the patient today, and is concerned 'something is really wrong'. The gastroenterology registrar has refused to see the patient as they discharged him just last week after 'another pointless admission'. The patient is becoming increasingly belligerent.

a) List your three initial priorities in responding to this situation (3 marks)

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The gastroenterology registrar does review the patient, and is concerned they may have spontaneous bacterial peritonitis. You agree to assist them in arranging an abdominal paracentesis.

b) List 3 factors that would help you determine whether the intern could perform this procedure without direct supervision (3 marks)

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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c) You decide to write a procedure for abdominal paracentesis. What elements should be included in any procedure? (2 1/2 marks)

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2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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d) The patient is admitted under the gastroenterology unit however dies during this admission. Significant delays to care in the ED are identified during a case review.

Name four steps you could take to evaluate the cause of these delays to care? (4 marks)

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e) Give two potential benefits of a management plan for complex patients (2 marks)

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**SAQ Three**

A 16 year old girl is brought in to the ED by police, who tell you they think she has ingested amphetamines. She is agitated, with HR 110 and BP 145/90. She is refusing any treatment.

a) Name three pieces of information you would like to assist you in managing her refusal of treatment (3 marks)

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b) When any patient is deemed able to refuse treatment, what steps will you take to facilitate a safe discharge? (4 marks)

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She is discharged from the department several hours later. The following week a letter of complaint arrives from her mother, who states that she is upset she was not informed of the presentation to the ED. Her daughter now alleges she was inappropriately touched by a member of staff during her presentation.

c) What are five elements of your response to this situation? (5 marks)

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**SAQ Four**

You are the consultant in charge of a morning shift. Just before handover an elderly patient with a history of dementia was found to have died unexpectedly in the short stay unit. You learn they had undifferentiated abdominal pain. The surgical registrar requested that the ED resident arrange SSU admission until they could see them in the morning as it was 'most likely constipation'.

a) Give 6 examples of conditions that are typically suitable for a SSU admission (3 marks)

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3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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b) Give 4 features of SSUs differentiating them from an inpatient wards? (4 marks)

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c) What steps would you take to respond to this incident? (5 marks)

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d) List some factors that may have contributed to this death and for each a possible strategy to prevent recurrence (5 marks)

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| **Potential contributing factors** | **Strategy to prevent recurrence** |
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