You have been invited to join your Emergency Department’s Quality Improvement Workgroup.

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

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

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There have been a number of incidents in your ED Short Stay Unit where patients have unexpectedly deteriorated during their stay.

~~a~~. Provide 2 examples of the role of a Short Stay Unit. (2 marks)

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b. What steps would you take to develop a solution to this problem of patients unexpectedly deteriorating during their stay? (4 marks)

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c. You have been asked to develop a set of exclusion criteria for your Short Stay Unit. List your exclusion criteria. (4 marks)

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Define triage. (3 marks)

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b. What are the underlying principles of triage? (2 marks)

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c. Populate the following table with the correct values. (5 marks)

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| **ATS Category** | **Max waiting time** | **ACEM target % seen in time** |
| ATS 1 |  |  |
| ATS 2 |  |  |
| ATS 3 |  |  |
| ATS 4 |  |  |
| ATS 5 |  |  |

You are the director of an urban district ED. Your short stay unit has been suffering with prolonged length of stays and high admission rates.

a. List 5 contributing factors to these issues. (5 marks)

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b. Outline the key steps in improving the short stay unit’s length of stay and admission rates. (5 marks)

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The mother of a child makes a complaint.

She states that three days previously, her 5 year old son had presented to the ED with elbow pain after a fall onto his outstretched hand.

Following x-rays, the treating doctor had “pulled on the elbow several times causing him to cry”. The doctor stated that he had suffered a “sprained elbow” and to return if the pain did not settle. The mother is distressed that her son had received no analgesia for the sprain and that he continued to not move the elbow because of pain. She also complained that the doctor spoke in a rude and insulting manner, and was very rough in his examination.

During your investigation, you find that the official report of the x-ray revealed a supracondylar fracture.

a. Describe 3 steps in dealing with this child’s second presentation.

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b. List the 4 most important steps in dealing with the mother’s complaint.

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c. Describe 3 strategies to mitigate the risk of this happening again.

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d. List 3 key features which define a pulled elbow.

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. Your director wants you to write a set of guidelines for the use of physical restraints on a patient in the ED.

a. List 3 indications and three contraindications for patients under these guidelines.

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b. Outline 4 mandatory observations that should occur during restraint.

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c. Describe 3 circumstances under which you would remove the physical restraints.

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d. List 3 legal frameworks under which physical restraint could occur.

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