
ER.3 Qualified nurse manager supervises nursing services in the emergency department.

ER.3.1 The nurse manager in charge of the emergency department is a qualified registered nurse with bachelor degree in nursing and appropriate education, training, and experience in emergency care.

Standard Intent:

The clinical care, patient outcomes, and overall management of a hospital are only as good as the clinical and managerial activities of each individual department or service. It is essential that the nurse manager in ER is qualified individual.

ER.4 The emergency department has adequate nursing coverage by qualified staff.

ER.4.1 Nursing staffing plan is based on patient volume and patient acuity and ensures adequate coverage twenty-four hours a day, seven days a week.

Standard Intent:

Appropriate and adequate staffing is critical to patient care in ER. Staff planning is carried out by department/service leaders. The planning process uses recognized methods for determining levels of staffing. The plan is written and identifies the number and types of required staff and the skills, knowledge, and other requirements needed in each department and service. Planned and actual staffing is monitored on an ongoing basis, and the plan is updated as necessary.

ER.5 Nursing staff in the emergency department receive continuous training with competency assessment.

ER.5.1 Nursing staff in the emergency department receive training and education as relevant to the scope of services.

ER.5.2 There is ongoing competency assessment for the nursing staff.

ER.5.3 The competency assessment of the nursing staff is documented.

Standard Intent:

To maintain acceptable Emergency Nursing staff performance, to teach new skills, and to provide training on new medical technology and procedures, the hospital provides or arranges for facilities, educators, and time for ongoing in-service and other education for nursing staff in Emergency department. The hospital must ensure that nurses are qualified to provide nursing care for Emergency patient through training and competencies assessment program that should be documented in staff file.
