ER.13 There is an efficient process for emergency consultations.

    ER.13.1 The hospital implements a clear policy and procedure that regulates consultation requests coming from the emergency department.

    ER.13.2 Levels of consultations are identified including Immediate (life, limb, or function threatening) and emergent consultations.

    ER.13.3 Level of consulted physicians and the ways of communications are included.

    ER.13.4 Timelines of phone response and physical presence to different types of consultations are included.

    ER.13.5 If a consultation from outside the hospital is needed, the process is included in the policy (e.g., admit and consult, patient transfer, city wide on call specialty).

Standard Intent:

The Emergency department must have a process of requesting other specialties to assess the patient when needed. When the specialty service is not available, arrangements should be made with other centers either to provide either a consultant to visit the patient in the referring organization or to transfer the patient to the referred organization.

ER.14 Emergency department quality indicators are monitored and reported.

    ER.14.1 The Emergency department selects and monitors key quality indicators that are monitored and reported on a regular basis.

    ER.14.2 The selected emergency department indicators may include, but are not limited to, the following:

        ER.14.2.1 Time to ECG in chest pain patients.

        ER.14.2.2 Time to antibiotics in sepsis patients.

        ER.14.2.3 Triage to physician time.

Standard Intent:

The leaders of the department or service implement the selection and monitoring of measures specific to the department or service. The measures priorities to reduce variation, improve the safety of high-risk procedures/treatments, improve patient satisfaction, or improve efficiency. The head of ER is responsible for ensuring that the measurement activities provide the opportunity for the evaluation of staff as well as the processes of care. Thus, measurement includes, over time, all of the services provided. The resulting data and information are important to the department's or service's improvement efforts.