

OSCE

Candidate information

Your CEO has made an appointment with you to discuss clinical indicators for ED performance. She has been reading the clinical governance framework of the hospital and has questions regarding the 6 domains used as clinical indicators of ED performance.

Domain	%
Medical expertise	
Prioritisation and decision making	
Communication	50
Teamwork and collaboration	
Leadership and management	50
Health advocacy	
Scholarship and teaching	
Professionalism	

Actor (CEO) information

You have approached the ED FACEM in charge to ask about the clinical indicators used to judge ED performance.

Prompts:

- a. What are the domains? (6 marks)

Access
Safety
Acceptability
Effectiveness
Efficiency
Continuity

- b. List an indicator for each domain. (6 marks)

Access – waiting time, access block
Safety - work related injury, patient falls, body fluid exposures
Acceptability – patient satisfaction survey ratings, written complaint rate
Effectiveness – admission rate by triage category, time to thrombolysis, unplanned readmit rate
Efficiency – waiting time by Australasian Triage Scale
Continuity – provision of written health information for sentinel conditions (eg asthma, dc summaries)

- c. How can ED efficiency be improved?

Education of staff, protocols, reduced bed block, increased beds, increasing staffing, etc etc

Marking:

	Mark
Able to list at least three of the six domains	2
Able to list at least three indicators for each domain	2
General approach	2
Discusses ways to improve ED efficiency/functioning	2
Structure and organisation	2