# INsight® Risk Assessment for the Emergency Department

## Fast, effective way to assess risks

ECRI Institute's web-based risk assessment provides perspectives from the front-line to leadership to help the organization assess risks in the Emergency Department. Reports are generated based on assessment results to help identify opportunities so you can focus on improvements.

## Sample Questions

▶ Is a clinical staff member able to see the waiting room from the triage area at all times? (Staffing and Resources)

▶ How effective is the process of transferring a pregnant woman from the Emergency Department to the mother baby unit or labor floor? (Transfer Procedures and EMTALA)

▶ Emergent clinical findings are communicated to a qualified medical provider at the time of triage. (Communication and Information Flow)

▶ The triage process in the emergency department is periodically evaluated. (Triage and Observation)

▶ An EKG is obtained immediately on patients who arrive with complaints of chest pain. (High Risk Emergency Conditions)

▶ Radiology services are available 24 hours a day, 7 days a week. (Availability of Specialty Services)

▶ Staff know the procedure to follow when abuse is suspected in patients of all ages. (Staff Competency and Education)

▶ There is a process in place for patient follow-up when there is a discrepancy between the emergency physician's initial radiology interpretation and the radiologist's final interpretation. (Adequate Follow Up)

▶ Patients who wish to leave the emergency department against medical advice (AMA) are required to sign a form. (Obtaining Authorization and Consent)

▶ How effective are the systems in place that help to prevent the emergency department from becoming overcrowded? (Patient Flow and Wait Times)

▶ Strict protocols are followed to ensure patients are identified before treatment. (Patient Safety and Incident Response)

### Key areas:

Adequate Follow Up

Availability of Specialty Services

Communication and Information Flow

High Risk Emergency Conditions

Leadership and Accountability

Obtaining Authorization and Consent

Patient Flow and Wait Times

Patient Safety and Incident Response

Staff Competency and Education

Staffing and Resources

Transfer Procedures and EMTALA

Triage and Observation

## Take the first step to address risks in Emergency Care

To learn more about INsight for emergency departments, call (610) 825-6000, ext. 5891, e-mail insight@ecri.org or visit www.ecri.org/INsight.

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