

205-O

Numbers, Data, and Detail: What Every Emergency Department Leader Needs to Know

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Upon completion of this course, the participant will be able to:

1. Identify the need for data and how data can be descriptors of quality, safety, and efficiency in the emergency department;
 2. Describe and define what is indicated by each data point; and
 3. Determine what data is needed to obtain support for departmental initiatives and goals.
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- I. Overview and Historical Perspective
 - A. Why the need for data?
 - B. Who determines what data is needed?
 - C. Data as indicators of patient safety
 - II. Description and Definitions of Commonly Used Data Points
 - A. Left without treatment (LWOT), Turn-Around-Times (TAT), diversion hours, boarder hours, Door to Balloon (DTB), population demographics, payer mix, etc.
 - B. The devil is in the detail: sub-cycle/subgroups
 - C. Benchmarking
 - III. Measures for Obtaining Needed Data
 - A. Where to look
 - B. What is good data? How to evaluate data for accuracy and validity
 - C. He who has the best data wins!
 - D. Making your best argument

Resources:

- Beach, C., Haley, L., Adams, J., Zwemer, F.L., (2003) Clinical operations in academic emergency medicine. *Academic Emergency Medicine*, 10: 806-807.
- Lindsay, P., Schull, M., Bronskill, S., Anderson, G. (2002) The development of indicators to measure the quality of clinical care in emergency departments following a modified-delphi approach. *Academic Emergency medicine*, 9 (11), 1131-1139.
- McLarty, J., McCartney, D. (2008) The nurse mangers: the neglected middle. Healthcare Financial Management association. Accessed, September 9, 2009 from: www.hfma.org/hfm/2009archives/month08/HFM0809Feature_McLarty.htm
- Rowe, B.H., Channan, P., Bullard, M., Blitz, S., Saunders, L.D., et al. (2006) Characteristics of patients who leave emergency departments without being seen. *Academic Emergency Medicine*: 13 (8): 848-852.
- Welch S, Augustine J, Camargo CA Jr, Reese C. (2006). Emergency department performance measures and benchmarking summit. *Academic Emergency Medicine*. 13(10):1074-1080.



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