



Emergency Department

# Best Practice Gap Analysis

Assessment Guide

## VI. Emergency Department Best Practice Gap Analysis

### Bottleneck I: Registration and Triage

**Quick Registration Followed by Full Bedside Registration:** Initial registration is done immediately and consists of only the basic information needed to start a chart. Full registration occurs at the Patient bedside after the patient has been seen and testing has begun.

Current or similar process: **NO**

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective       N/A      Mostly  
 Under Development       No Process in Place

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Dedicated Triage Nurse:** At least during peak hours, a Nurse is assigned to Triage to facilitate assessment of new Patients in a timely manner.

Current or similar process: **NO**

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective       N/A      Mostly effective  
 Under Development       No Process in Place      Current through put is better than national & state average

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Triage Short Form:** A Triage short form that focuses on the chief complaint, leaving history and vital signs to be collected later.

Current or similar process: **NO**

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective       N/A      When necessary (i.e. code) this occurs  
 Under Development       No Process in Place

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Doctor in Triage:** A physician at the front end of the patient's visit where they are triaged by the RN and seen by the physician simultaneously.

Current or similar process: NO

Mostly

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Comprehensive Treatment Protocols:** Written treatment protocols are available for all common conditions that present to the ED. These include standing orders for diagnostics and pain control so these can begin prior to the Physician seeing the Patient.

Current or similar process: Some Conditions: Chest Pain, Trauma

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Dedicated Fast Track for Non-Acute Patients:** After triage, all patients determined to be non-acute are treated first come, first served in a separate area with its own staff, manned by a Mid-Level Provider to facilitate quick turnaround times.

Current or similar process: NO

We can only afford 1 team & thru put is highly ranked (#9 by CHARTIS in the nation)

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Bottleneck II: ED Providers**

**ED Physician Bedside Charting Utilizing a Scribe:** A scribe with medical terminology background (perhaps an LPN, paramedic or trained Medical Assistant) works with the ED physician to record all the notes and other documentation related to patient care. The Physician simply dictates what is to be recorded in the chart. But this dictation should occur in the Patient's ED room.

Current or similar process: **NO**

Would need to be answered by physicians

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Comparative Ranking of ED Providers:** Show a blinded comparative ranking of Patient Satisfaction results broken down by Provider to each Provider so they can see how they are doing compared to the others and compared to mutually set overall goals.

Current or similar process: **NO**

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Emergency Physician First Look:** All ED Physicians are trained to make initial diagnoses of single plane films to confirm or rule out a suspected condition. All films are over-read later by a Radiologist.

Current or similar process: **YES**

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective      Most  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Expediting Pain Relief:** Patients identified at registration as having significant pain are quickly triaged utilizing a pain scale and given treatment for pain as allowed by the treatment protocol.

Current or similar process: NO

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Bottleneck III: Diagnostic Testing and Support Services**

**Service Level Agreements:** For all other departments the ED works with, like Lab and Radiology, written agreements are developed that outline measurable performance expectations for each department and performance is tracked and reported.

Current or similar process: NO

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Diagnostic Results Flagging:** A system to establish clear processes for pushing test results to providers immediately. This includes sending results to the Physician's portal and flagging results on the Patient Tracking Board.

Current or similar process: YES

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Already in place  
with EMR

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1



**Inter-Departmental Surveys:** In-house Satisfaction Surveys for all Ancillary and Support Departments working with ED, that rate Responsiveness, Communication, Courtesy and Overall Performance. Results are tallied, reported and trended.

Current or similar process: YES

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective
- Under Development
- Implemented/Not Effective
- No Process in Place
- N/A

Not necessary. Already implemented & highly effective

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5
- 4
- 3
- 2
- 1

**Proactive Blood Draws:** A process for earlier blood draws on IV patients, and transporting samples to the lab in advance of physician orders.

Current or similar process: NO

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective
- Under Development
- Implemented/Not Effective
- No Process in Place
- N/A

Used occasionally in ED with orders

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5
- 4
- 3
- 2
- 1

**Dedicated Phlebotomist:** A dedicated phlebotomist responsible for all ED blood draws, order entry, transport of samples, and flags results for rapid EP review.

Current or similar process: NO

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective
- Under Development
- Implemented/Not Effective
- No Process in Place
- N/A

Depends on staff availability & not necessary when ED is slow

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5
- 4
- 3
- 2
- 1



**Bottleneck IV: Communication**

**Patient Liaison Position:** An employee responsible for circulating throughout the ED, providing delay information, answering patient questions and serving as a liaison between patients and providers.

Current or similar process: NO

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Key Words and Sentence Starters:** All staff use influential phrases they have stored up that jump-start meaningful conversations with a patient or family especially around difficult issues. They provide a precise format, in your own words, for communicating key service standards.

Current or similar process: YES

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**AIDET:** All staff are trained on utilizing the AIDET technique (Acknowledge, Introduce, Duration, Explain and Thank You) for all Patient and Visitor encounters.

Current or similar process: YES

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Always needs improvement & implemented followed up on to all depts. (i.e. housekeeping, dietary, etc.)

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**ED Nurse Leadership Rounding:** ED nurse leaders proactively round at the beginning and end of shifts and periodically throughout the shift to engage with staff, providers, patients, and families.

Current or similar process: YES

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1
- 

**Call Backs:** Calling previous ED patients within 48 hours of their discharge to find out how they are doing and ask how their care was as a Patient in the ED. Ideally a Call Back should be attempted on every ED Patient discharged to home.

Current or similar process: NO

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1
- 

**Empowering Service Recovery Program:** Every employee has the responsibility to Fess Up and Dress Up when we Mess Up. They are empowered to make amends to a patients or family member up to a specified dollar amount.

Current or similar process: NO

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1
- 





**Bottleneck V: Patients Who Are Admitted**

**Expedited Admission Authority:** A policy that allows ED Physicians to write initial admitting orders (24 hours duration) after phone consultation with the Hospitalist. The Hospitalist often does not actually see the Patient prior to admission. This requires a strong working relationship between the ED Physician and Hospitalist.

Current or similar process: N/A      Ours is the same provider

Rate the effectiveness of your current/similar Best Practice:

- |  |  |                              |
|--|--|------------------------------|
| <input type="checkbox"/> Implemented/Effective | <input type="checkbox"/> Implemented/Not Effective | <input type="checkbox"/> N/A |
| <input type="checkbox"/> Under Development     | <input type="checkbox"/> No Process in Place       |                              |

ED & Hospitalist are the same person

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Centralized Bed Control:** Empower a bed control 'czar' to ensure that: Hospitalists make it a priority to write discharges; patients who are discharge actually leave or go to a discharge area; housekeeping is notified and turns the room over quickly; and nursing is staffed and ready to accept a new patient when the room is available.

Current or similar process: NO

Rate the effectiveness of your current/similar Best Practice:

- |  |   |                              |
|--|---|------------------------------|
| <input type="checkbox"/> Implemented/Effective | <input type="checkbox"/> Implemented/Not Effective      | <input type="checkbox"/> N/A |
| <input type="checkbox"/> Under Development     | <input checked="" type="checkbox"/> No Process in Place |                              |

At one point we had a night supervisor but not anymore

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**No-Delay Nurse Report:** A system whereby patient report is sent to the inpatient unit as soon as it is confirmed that the patient will be admitted. Patient transfer occurs immediately following.

Current or similar process: YES

Rate the effectiveness of your current/similar Best Practice:

- |   |  |                              |
|---|--|------------------------------|
| <input checked="" type="checkbox"/> Implemented/Effective | <input type="checkbox"/> Implemented/Not Effective | <input type="checkbox"/> N/A |
| <input type="checkbox"/> Under Development                | <input type="checkbox"/> No Process in Place       |                              |

Phone call & now EMR notice. Can improve.

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Face to Face Handoff for Patients:** The ED Nurse who has been caring for a Patient personally takes them to the Inpatient unit (ICU or Med/Surg and gives final verbal report directly to the Nurse who will be taking over care.  
 Current or similar process: YES

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Preemptive Bed Request:** A preemptive bed request whereby the admission order and bed request happen simultaneously.

Current or similar process: NO

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Instant Bed Status Alerts:** An automated system to relay bed status information.

Current or similar process: NO

Census prints at selected locations

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Bottleneck VI: Discharge Process**

**Auto Results Reporting to Primary Care Physician:** A record of the ED visit is sent to the Primary Care Physician listed by all ED Patients.

Current or similar process: YES

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Repeat Back Discharge Instructions:** After complete discharge instructions are given to Patients, they are asked to repeat them back to the Nurse in their own words to ensure they are understood completely and correctly.

Current or similar process: NO

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Streamlined ED Checkout:** A process for the hospital to redirect patient flow in the ED to facilitate collection of patient co-pay at time of service. The goal is to set patient expectations in relation to payment and alleviate inconvenience associated with billing.

Current or similar process: NO

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Bottleneck VII: Staff Attitude and Service Skills**

**Service Excellence as part of Onboarding:** All new ED personnel are provided special training on Service Excellence that covers all the tools for providing an excellent Patient experience.

Current or similar process: YES

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

At NEO & at dept. level -  
Needs improvement

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Caregiver's Promise:** Every ED employee signs a Caregiver's Promise committing to follow the 14 skills and Best Practices outlined. This becomes part of their formal evaluation process.

Current or similar process: YES

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

We call it our values &  
standards contract -  
signed yearly during  
evaluations

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

**Annual Service Excellence Workshop:** All ED personnel are provided with an annual, special, 6-hour, Service Excellence and Communication Skills workshop.

Current or similar process: NO

Rate the effectiveness of your current/similar Best Practice:

- Implemented/Effective       Implemented/Not Effective  
 Under Development       No Process in Place       N/A

Rate your interest in implementing this new/improved practice: (HIGH = 5)

- 5     4     3     2     1

## ED Best Practice Gap Analysis Summary

Description	Effectiveness					Priority				
	A	B	C	D	E	5	4	3	2	1
<b>I. Registration &amp; Triage</b>										
Quick Registration Followed by Full Bedside Registration	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dedicated Triage Nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Triage Short Form	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Doctor in Triage	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comprehensive Treatment Protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dedicated Fast Track for non-Acute Patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>II. ED Providers</b>										
ED Physician Bedside Charting Utilizing a Scribe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Comparative Ranking of ED Providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Physician First Look	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Expediting Pain Relief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>III. Diagnostic Testing and Support Services</b>										
Service Level Agreements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Diagnostic Results Flagging	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Inter-Departmental Surveys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proactive Blood Draws	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dedicated Phlebotomist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>IV. Communication</b>										
Patient Liaison Position	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Key Words and Sentence Starters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AIDET	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ED Nurse Leadership Rounding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Backs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Empowering Service Recovery Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>V. Patients Who Are Admitted</b>										
Expedited Admission Authority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centralized Bed Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No Delay Nurse Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Face to Face Handoff for Patients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preemptive Bed Request	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instant Bed Status Alerts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>VI. Discharge Process</b>										
Auto Results Reporting to Primary Care	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repeat Back Discharge Instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Streamlined ED Checkout	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>VII. Staff Attitude and Service Skills</b>										
Service Excellence as part of Onboarding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caregiver's Promise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Annual Service Excellence Workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**KEY**

- A Implemented / Effective
- B Implemented / Not Effective
- C Under Development
- D No Process in Place
- E Not Applicable
- 5 = High / 1 = Low

**Total**  /33

Total (A)  
Implemented / Effective

/33

Total (5) High