# The following are some (not all) questions that may be asked by a site reviewer during a Trauma Care Facility site review visit.

**EMERGENCY ROOM**

The entire survey team will visit the Emergency Room!

 Follow the path of the trauma patient, starting with EMS, helipad area.

*You may be asked to initiate a trauma activation to assemble individual team members for questions.*

# Management/Staff Questions

# Disaster Preparedness- (during garage tour)

* What is your role in disaster management?
* Where do you set up triage? Equipment?
* Equipment storage?
* Frequency of Drills: When do you drill? Who is included (EMS, ED, Hospital staff, medical staff)?
* Involvement in regional drills?

**Operations:**

* How many ED rooms?
* How do you staff? Physician staffing?
* Who is part of your trauma team? After hours?
* How is additional staff acquired?
* Where is the posted call schedule for trauma?
* Where is the back-up schedule for trauma (if applicable)?
* Where is the posted call schedule for neurosurgery, orthopedic surgery?
* Define roles and relationships between trauma surgeons and emergency medicine physician.
* Name your Trauma Program Manager.
* Name your Trauma Medical Director.

**Trauma Activations**

* How do you communicate with Emergency Medical Services (EMS)?
* How are trauma activations initiated?
* Are activation guidelines posted?
* Is staff aware of the activation protocols?
* How many nurses respond to trauma resuscitations?
* How have you educated your staff on their role in trauma activation and resuscitation of trauma patients?
* Who handles the difficult airway? Anesthesia or CRNA available?
* Are response times monitored? By who?
* How do you obtain emergency release blood? Initiate the massive transfusion guideline/policy?
* Who supports the trauma patient and family social needs (Nurse, social worker, chaplain)?
* Describe how you are trained to care for trauma patients.
* Where do you keep drugs for rapid sequence intubations?
* Where are the trauma standards of care?

**Performance Improvement in the ED**

* Describe how delays are addressed?
* Does the Emergency Department participate in Trauma Performance Improvement and Patient Safety?
* If a specific PIPS issue arose for a trauma patient who would you address this with?
* How is EMS integrated in the Performance Improvement Patient Safety (PIPS) process?
* What are the most common causes of delays in the evaluation and disposition of trauma patients?
* Are the surgeons responding in the defined times?

**Equipment**

* Show me the equipment for pediatric patients.
* Can you regulate the temperature in the trauma room?
* Show me the following equipment…may look for specific equipment.

# RADIOLOGY

**Purpose: The review team may split up to maximize time; they will be looking at reviewing the physical layout, services, manpower and hours of operation for the Radiology department.**

* What slice scanner do you have?
* Is Radiology staff in-house 24/7 or on call after hours?
* Is there a radiology response time established for trauma activations?
* Is the CT technician in house 24/7?
* Who goes to CT with the patient and is the patient monitored?
* What do you if the patient has a cardiac arrest? Who responds to an emergency?
* Where is the resuscitation equipment?
* What is the turn around time for CT scans, portable films?
* What is your Radiologist coverage?
* How do they share the results?
* Do you use nighthawk-reading service? If so what is the turn-around time for a CT scan?
* Does radiology participate in Trauma Performance Improvement and Patient Safety?
* Describe your over read process.
* If you had a performance improvement or patient safety issue for a trauma patient who would you contact to report this?

# BLOOD BANK & LAB

**Purpose: To review the number of units available, procedure for obtaining uncross matched blood, and to review the massive transfusion protocol.**

* What is the procedure to obtain uncross matched blood in the ED/OR for trauma patients?
* Is blood sent to the ED for a Level 1 alert? If so, how much?
* What products do you have? FFP? Platelets? TXA? Other?
* How long to obtain these products?
* What if you need additional blood products, where do they come from?
* Describe your Massive Transfusion Process: Who initiates the massive transfusion protocol?
* What products are released with the massive transfusion protocol?
* Do you have any anticoagulation reversal agents?
* Is the Lab staff in house 24/7?
* What is turn-around time for stat labs, Type and screen? Crossmatch?
* Do you have drug testing?
* Microbiology services?
* What is the turn around times for blood gasses?
* Can you do blood alcohol screening?
* What is the turn around times for clotting studies?

# OPERATING ROOM

**Purpose: To assess Operating Room readiness, the Operating Room triage process, and the trauma attending presence in the Operating Room.**

**This extremely important visit is usually completed by a trauma surgeon.**

**Operations:**

* What types of trauma patients do you perform surgery in the OR? Adult & Pediatric?
* Do you provide OR coverage 24/7?
* How many OR teams are there in house?
* How do you open an OR 24/7?
* Response time for staff after- hours?
* What is the process for calling the “next” OR team?
* How many anesthesiologists are in the hospital after hours?
* How is uncross matched blood accessed in the OR?
* How can you rapid infuse and warm blood?
* Can you initiate the massive transfusion? Process?

**Performance Improvement**

* Are you integrated in the Performance Improvement Patient Safety (PIPS) process?
* What are your educational requirements to care for trauma patients?

**Equipment:**

* Do you have warming equipment in the OR?
* Review OR equipment checklist

**PACU**

* Where do you recover a sick trauma patient?
* How are they called in after hours? Response time for staff after hours?
* Review equipment checklist

# INTENSIVE CARE UNIT

**Purpose: To review the Intensive Care Unit team’s role in trauma management.**

**Operations:**

* How many ICU beds do you have?
* What types of patients are admitted to your ICU?
* What is your nurse to patient ratio?
* Do you manage ventilators?
* Who oversees the ventilator? Do you have RT?
* Which physician provides oversight for trauma patients?
* Is the trauma physician available when called?
* If you have a patient that needs emergent intervention, who do you call?
* Do you have multi disciplinary rounds and who participates?
* Does physical therapy consult on patients?
* Do nutritional services consult on the trauma patient?
* Define the pharmacy role in the ICU.
* What resources are available for psychosocial issues in your unit?
* What if you needed blood emergently on a patient?
* Describe critical care bed triage, resource availability and education/credentialing of staff.
* Who evaluates the bed status and can open beds for trauma patients?
* Where are the trauma standards of care?
* Are there any best practice guidelines followed in the ICU (prophylaxis for DVT, Stress ulcer, pain control, TBU, SCI, C-spine clearance)

**Performance Improvement**

* Is the ICU integrated in the PIPS process?

**Education:**

* Do you have access to continuing trauma education?
* Tell us you organ process? Who do you work with?

# ADMINISTRATION

* Do you have written resolutions from Administration and the Medical Staff?
* Do you have transfer agreements for trauma?
* Do you charge for trauma activations?

# INJURY PREVENTION

* Do you have an injury prevention position? Is this a funded position?
* What is the FTE?
* If no, who has injury prevention as part of their job description?
* What Injury prevention activities do you provide and /or participate?
* How do you define which programs you target?
* How are alcohol injuries addressed?

# TRAUMA EDUCATION AND OUTREACH

* Define trauma outreach programs the facility has sponsored.
* Define follow up that is provided to hospitals that transfer patients to you.

# TRAUMA PERFORMANCE IMPROVEMENT AND PATIENT SAFETY (PIPS)

* Who participates in the PIPS process?
* Define your process
* Define improvements made as a result of the trauma performance improvement process, including loop closure
* Explain PI Plan
* Define physician involvement in the process.
* How is EMS involved in your PI process? Describe loop closure process.