

**145: A QUALITY SYSTEM FOR EMERGENCY DEPARTMENTS:  
INTEGRATING BREAKTHROUGH RESULTS, GUIDELINES AND EXTERNAL PEER REVIEW**

**Authors:**

Minkman M.M.N., Batenburg J.A.

**Objective :**

Improving ED care by developing a (national) integrated quality system for improvement by using and integrating methods like guidelines, indicators, improvement projects and external peer review (visitation).

**Methods:**

The presentation gives insight in:

- the results of two Breakthrough series on 18 Emergency Departments in the Netherlands;
- the results of an expert meeting to improve ED care in the Netherlands;
- the construction of a national guideline for emergency triage and indicators;
- the plan to integrate the breakthrough approach to test and implement national guidelines;
- the construction and approach of external peer review on the ED;
- how these different methods are being integrated and with what vision.

**Results:**

- The breakthrough series on the ED showed there was a need for improving ED care and especially urgency triage of ED patients. Urgency triage improves the quality of care on the ED (patient satisfaction, flow and length of stay)
- Some of the participating ED's started to construct a protocol for urgency triage and tested it
- The protocol is discussed at a national meeting
- A plan is set by the involved national parties (initiative: association for ED nurses) to construct a national guideline for emergency triage and the development of indicators which will be tested in 6 ED's. The guideline and the indicators will be developed in November.
- The breakthrough teams constructed the concept 'ED site visit' which is exploring and testing external peer review (visitation). The results of this project will be available in November.

**Conclusions:**

Separate activities to improve quality are often effective, but they are more effective and durable when they are integrated. This shows that the quality and efficiency of ED care in the Netherlands can be systematically evaluated, improved and guaranteed by the use of an integrated Quality Model. It also shows how separate instruments and methods are complementary and can be combined to strengthen the goal of improving care. This will be illustrated by the example of Emergency Departments and their urgency triage in the Netherlands.