

#	Measure	Numerator	Denominator	IOM Quality Domain	Donabedian Framework	Diagnosis Category	Measure Level*	Required Data Elements	Notes /Reference
* (A) Individual Clinician or Group of Clinicians (e.g. nurses, residents, attendings, fellows); (B) Facility (ED); (C) System-Wide Measure									
Patient-Centered Emergency Department Care									
3.1	Parent/caregiver understanding of discharge instructions	a. Number of parents/caregivers reporting “not at all” difficult to understand what they have to do to take care of their child’s medical problem after discharge b. Number of parents/caregivers reporting “not at all” difficult to understand which symptoms or changes should cause them to return with their child. c. Number of parent/caregivers reporting “not at all” difficult to both questions	Number of parents/caregivers surveyed	Effective, Safe, Patient-Centered	Process	General	A, B	Unique visit identifier Patient disposition Patients/ families surveyed	Use the following questions: a. How difficult was it for you to understand what you have to do to take care of your child’s medical problem? b. How difficult was it for you to understand which symptoms or changes should cause your child to return to the emergency department? Scale- not at all difficult; a little difficult; moderately difficult; quite a bit difficult; extremely difficult -Discharge instructions include all verbal and written communications -Off-site survey - phone, mail, email all acceptable -Time frame – 48 hours to 6 weeks after the ED visit; can be administered with other satisfaction questions
3.2	Use of interpreter services for care	Number of visits by patients <18yrs of age where an interpreter service was utilized	Number of visits by patients <18yrs of age where patient/caregiver language non-English or sign language	Effective, Safe, Patient-Centered	Process	General	A, B		-Bilingual physicians are considered acceptable interpreters -On-site or telephonic services are acceptable -Family member or friend interpretation is not acceptable -Sign-language is included in languages that are applicable
3.3	Parent/caregiver satisfaction with nursing care	Number of parents/caregivers responding in the highest response category (10)	Number of parents/caregivers responding to survey	Patient-Centered	Outcome	General	A, B		Use the following question from the HCAHPS survey: Using any number from 0-10 where 0 is the worst possible care and 10 is the best possible care, what number would you give the care you got from all the nurses who treated you? -Off-site survey (phone, mail, email) all acceptable -Exact question must be used. It may be added to existing survey mechanism -Time frame – 48 hours to 6 weeks after the ED visit; can be administered with other satisfaction questions
3.4	Parent/caregiver satisfaction with physician care	Number of parents/caregivers responding in the highest response category (10)	Number of parents/caregivers responding to survey	Patient-Centered	Outcome	General	A, B		Use the following question from the HCAHPS survey: Using any number from 0-10 where 0 is the worst possible care and 10 is the best possible care, what number would you give the care you got from all the doctors who treated you? -Off-site survey (phone, mail, email) all acceptable -Exact question must be used. It may be added to existing survey mechanism. -Time frame – 48 hours to 6 weeks after the ED visit; can be administered with other satisfaction questions

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3.5	Patient-centered care advisory council	Presence of a patient-centered care advisory council that addresses care AND includes family members (Y/N)	N/A	Patient-Centered	Structure	General	B		Purpose/Roles of Family Advisory Council: -Provides a venue for patients and families to provide input into policy and program development -Channels information, needs, and concerns to staff and administration -Actively helps implement changes -Provides a safe venue for patients and family to provide input in a setting where they are receiving care. Reference at: http://www.ipfcc.org/advance/Advisory_Councils.pdf
3.6	Patient and family participation in medical decision making	Number of parents/caregivers reporting "yes, definitely" to participation in medical decision-making	Number of parents/caregivers surveyed	Patient-Centered	Process	General	A, B		Use the following question from the HCAHPS survey: "Were you involved in decisions about your child's care and treatment as much as you wanted?" Scale - yes definitely; yes somewhat; no -Off-site survey (phone, mail, email) all acceptable -Exact question must be used. It may be added to existing survey mechanism. -Time frame – 48 hours to 6 weeks after the ED visit; can be administered with other satisfaction questions