



The Multi - Disciplinary Emergency Department

Mehmet Akif Karamercan
Assoc. Prof. of Emergency Medicine, MD
Gazi University School of Medicine
Department of Emergency Medicine

Background

- In a report from the Institute of Medicine, The Emergency Department (ED) setting has been declared a **high-risk area***
- **Long waiting times and limited access to emergency care are claimed to be caused**
 - Overcrowded EDs
 - Non-effective working routines
 - Number of patients leaving without being seen

***IOM - Institute of Medicine: To Err Is Human. Building a Safer Health System. Washington, D.C.: National Academy Press; 2000.**



- In EDs around the world new concepts have been introduced to handle these difficulties
- 4-hour target in emergency care
 - Patients should be treated and discharged (to home or to ward) within 4 hours
 - Organization and routines in the EDs have to be changed
 - Simply **adding hospital beds and doing quick fixes** are not a sufficient solution



- Introducing multi-professional teams as a way of improving the quality of healthcare has shown promising results
 - Trauma team
 - Stroke team
 - Cardiac team
 - Emergency call team
 -



- A recent published systematic review has shown that **teamwork** is crucial for improvement of patient flow processes in the ED
- In 2009 in Sweden, politicians at the Uppsala County Council and the director of Uppsala University Hospital announced that
 - Visiting times in the ED had to be shortened, for quality and safety reasons
 - By the end of the year, the 4-hour target had to be met for 100% of the patients

Effects of multidisciplinary teamwork on lead times and patient flow in the emergency department: a longitudinal interventional cohort study. Scand J Trauma Resusc Emerg Med. 2013 Nov 1;21:76.



- Achieving this target,
 - Introduced Teamwork
 - The physician come earlier in the ED care process
 - Improved and secured the communication between healthcare professionals
- Teamwork -- working in multi-professional teams --
 - Seems to contribute to quality improvement in ED care
 - In terms of small but significant decreases in lead times.



- **Teamwork and communication are paramount,**
 - Improving patient safety,
 - Reducing clinical errors,
 - Addressing the issue of access of block
 - Reducing waiting times.

but remain difficult to quantify.

**The role of teamwork and communication in the emergency department:
a systematic review. Int Emerg Nurs. 2010;18(3):127-37.**



- **Denmark** Bispebjerg Hospital (BBH) is a 600-bed urban university
- Since 2000 the BBH has had a multidisciplinary trauma team.
- On 1 April 2009, new joint organization for the ED management of all presumed critically ill patients and organization was renamed Emergency Call (EC) and Trauma Call (TC).



Emergency Call	Trauma Call
ED nurse (s)	Two ED nurses
Emergency Physician	Emergency Physician
Emergency Trainee	Emergency Trainee
Nurse anaesthetist	Nurse anaesthetist
Medical doctor(s)	The on-call trauma surgeon
Secretary	Secretary
Hospital porter	Hospital porter
Two persons from radiology	Two persons from radiology



- When the criteria for EC or TC are fulfilled, a **multidisciplinary team** is sent for to make an initial assessment and to resuscitate the patient.
- When necessary, the team can consultate the patient **on-call specialists** in cardiology, neurology and abdominal surgery



- In this study, 78% of the patients in need of intensive care were admitted directly from the ED.
- Multidisciplinary team reception provides **early recognition and increase the quality of care** for patients in need of intensive care.
- Multidisciplinary team reception ensures **good quality of the acute medical treatment.**

Quality of care using a multidisciplinary team in the emergency room.

Dan Med Bull. 2011 Jun;58(6):A4227.



- There are many evidence that **multidisciplinary response teams** are
 - Effective in reducing readmissions to ICU (2+).
 - Reduce hospital mortality (2+).
 - Effectively increasing quality of care

Do either early warning systems or emergency response teams improve hospital patient survival? A systematic review. Resuscitation. 2013 Dec;84(12):1652-67.



- Multidisciplinary ED is **inevitable**
 - **Emergency Medicine Specialist**
 - Surgeon or trauma surgeon
 - Cardiologist
 - Neurologist
 - Pediatrics
 - Toxicologist
 - Intensivist (ICU physician – mostly anesthesiologist)
 - Physiotherapist
 - Social worker
 -



- The **core of the team(s)** should be in ED for 24 hours, 7 days
- Core consist of
 - Leader →
 - Surgeon or trauma surgeon
 - Cardiologist
 - Neurologist
 - Pediatrics
 - Toxicologist
 - Anesthesiologist
 - Physiotherapist
 - Social worker
 - Nurse
 - Physician(s)
 - Nurse
 - Reporter



- Others change accordingly
- All members should know and feel themselves as the member of the team





What is a TEAM?

- A group of people working together to achieve a common goal

What is TEAMWORK?

- The ability to cooperate and communicate effectively with others to achieve a common goal

In other words, when one person cannot accomplish a job alone and several individuals must cooperate to fulfill a mission, you need a team.

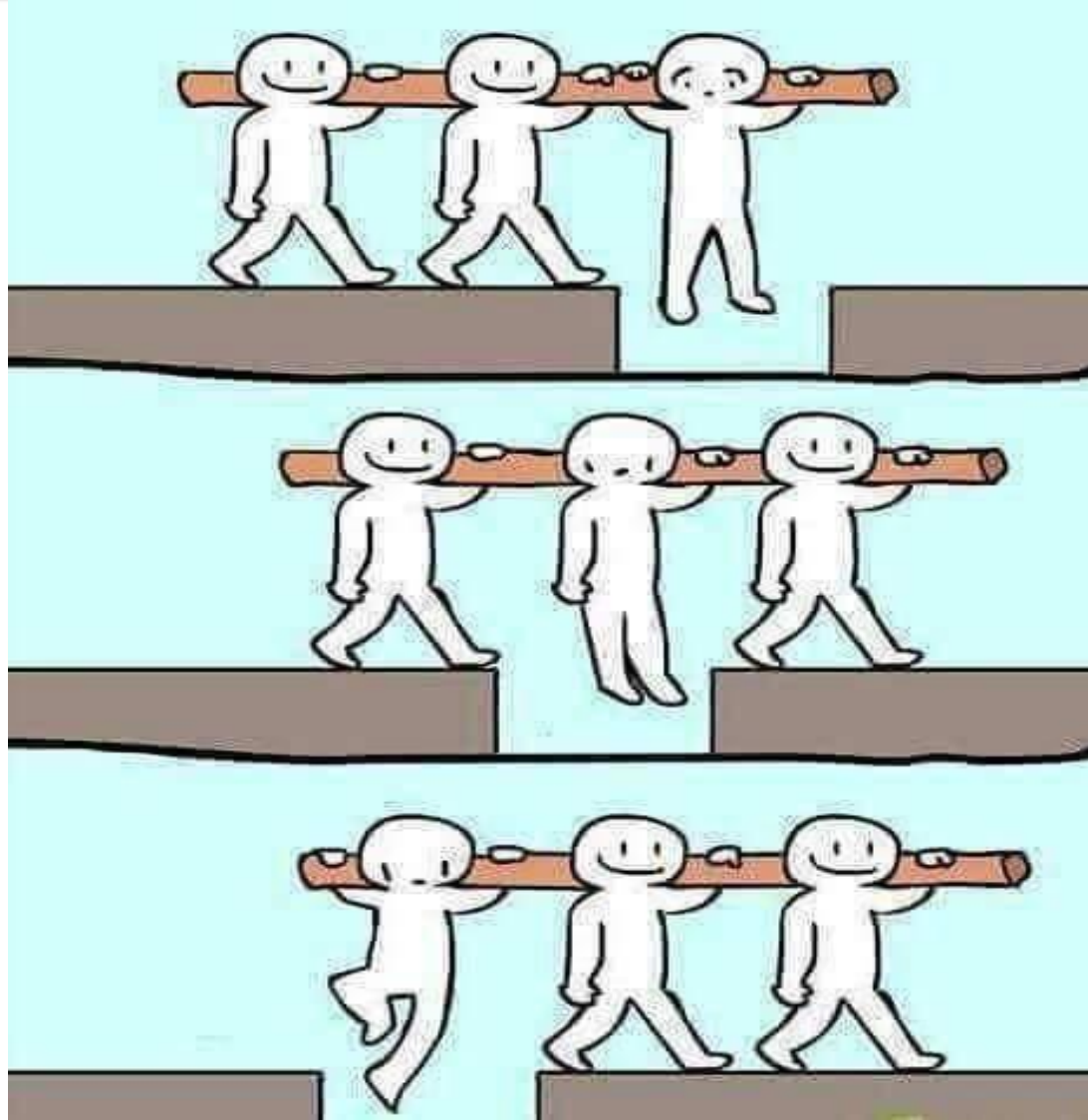
The better the **cooperation, communication and coordination** among team members,
The more efficient the team

12. ULUSAL ACİLTIP KONGRESİ

SUENO DELUXE OTEL
ANTALYA
19-22 MAYIS 2016



ATUDER
Acil Tıp Uzmanları Derneği





- As a **Team(s) Leader**





- **First of all, know your people**
 - Spend time with them
 - Talk to them and understand what they care individually
 - Discover what makes them come alive

**TEAM
WORK**





**Teamwork: Simply stated,
it is less me and more we.**



- **Choose The Right Team Members**
 - Each person should be given the responsibility
 - Be cautious while choosing good team members





**Coming together,
sharing together,
working together,
succeeding together.**

TEAMWORK





- **Define your common goal**
 - Each individual act should complement the action of the other members
 - Making the team more effective goes beyond whatever you can achieve individually
 - Create thrust and every member can help each other to achieve the goal





■ Developing Teamwork Requires Commitment

- It's a two-way street. So as the leader of the team take a lead and allow the others respond
- By the way never loose the harmony in the organization
- Come together, talk and pursue the goals of organization





■ Share information

- A team is more than a collection of people
- It's a process of give and take

■ Facilitate open communication

- When there is openness and free communication it's easier to get things done





■ Create a Problem Solving Environment

- Team members can think of ways to handle and deal with problems in a creative way
- When Thomas Edison asked why he had a team of 21 assistants he answered ' If I could solve all the problems myself, I would'



■ Measure your team performance continually

- There is a law in business that
 - Words are words,
 - Explanations are explanations,
 - Promises are promises
 - But only performance is the reality





- **Share your outcomes with your team**
 - A team has to remain as a team whether they are winning or losing
 - Share both losses and victories

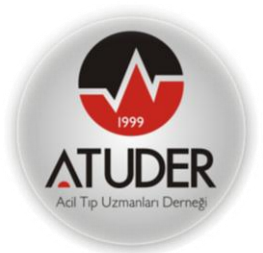


12. ULUSAL ACIL TIP KONGRESİ

SUENO DELUXE OTEL
ANTALYA
19-22 MAYIS 2016



ATUDER
Acil Tıp Uzmanları Derneği

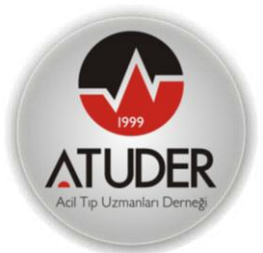




QUESTIONS ???

CONTRIBUTIONS ???

Thanks For Your Concern



QUESTIONS ???

CONTRIBUTIONS ???

