



Sample Site Visit Questions

This document contains examples of open-ended questions that may help you gain further insight during the site visit. These are sample questions and are not required. The responses will help you to frame your thoughts and comments when you prepare the final report.

Pre-Tour Discussion

Trauma Program

1. Who is the medical director for the area ambulance service(s)?
2. Is EMS familiar with the activation criteria?
3. How do you communicate with EMS? (i.e., hand-off, run reports)
4. Could you talk about EMS' role in performance improvement?
5. How have you educated your staff on their role in trauma activation and resuscitation of trauma patients?
6. Typically, where do you transfer trauma patients to?
7. Do you consistently receive feedback from the receiving facilities about trauma patients who you transferred?
8. What transportation resources are available to you to transfer patients? (i.e., helicopters, ambulances)
9. How do you ensure that physicians and mid-levels in the emergency department have the proper trauma training before they are scheduled?
10. Are trauma patients admitted by surgeons?
11. Do you admit any pediatric trauma patients?
12. Where do you transfer pediatric trauma patients?
13. Do any of your staff sit on state or regional trauma committees, or attend state or regional trauma meetings?

Performance Improvement

1. How are issues identified?
2. How do you identify cases for review?
3. How do you locate trauma patients who were directly admitted to the floor?
4. What is the process once an issue has been identified?
5. How do you document the activities surrounding an issue?
6. What filters are you currently using?
7. Are you using the trauma registry to track performance issues?
8. Which physicians participate in the peer review committee? Are these the same physicians who care for trauma patients?
9. Do you keep minutes of peer review activities?
10. How do you communicate with any physicians who may require follow-up as a result of a peer review proceeding? How do you deal with locum providers?
11. How do the orthopedic surgeons participate in the trauma performance improvement process?
12. What improvements have you been able to make to your trauma care that resulted from the trauma performance improvement process?



Sample Site Visit Questions

Injury Prevention

1. Who oversees injury prevention?
2. What sort of injury prevention activities is the hospital involved with?
3. How do you determine what injury prevention programs you will pursue?
4. Are the injury prevention activities evaluated for effectiveness?
5. How are alcohol-related injuries addressed? Do you perform screening?

Site Tour Discussion

Emergency Room

1. Where is the call schedule for trauma?
2. Where is the call schedule for orthopedic surgery and radiology?
3. What are the roles of the trauma surgeon and emergency medicine physician during resuscitation?
4. How are staff response times monitored? How are delays addressed?
5. Are the surgeons responding in the defined times?
6. How is additional staff acquired to address increase in patient load?
7. What are the most common causes of delays in the evaluation and disposition of trauma patients?
8. How many nurses respond to trauma resuscitations?
9. Does the emergency department staff participate in trauma performance improvement?
10. If a specific quality issue arose regarding a trauma patient, who would you address this to?
11. What is turn around time for labs?
12. Is there a C-spine clearance protocol?
13. What role does respiratory therapy play in the trauma resuscitation? Are they activated as part of the trauma team?
14. Does the respiratory therapy staff have any additional training to prepare them to manage trauma patients, both in the emergency department and through the continuum of care?
15. How do you get drugs for rapid sequence intubations?
16. Who accompanies the patient to CT? Is the patient monitored?
17. What equipment accompanies the patient to CT?
18. What trauma-related training/continuing education courses have been completed?

Radiology

1. What is the established radiology response time for trauma activations? How is it tracked?
2. What is the turn around time for a portable film? CT scan?
3. Do you use tele-radiology service? If so what is the turn around time for a CT scan?
4. What is your over read protocol for X-rays?
5. Does radiology participate in trauma performance improvement?
6. Where is the resuscitation equipment?
7. If you had a performance improvement issue regarding a trauma patient who would you contact to report this? How would you go about reporting it?



Sample Site Visit Questions

Blood Bank/Lab

Level IV Questions:

1. What hours is the lab staffed? What is the established response time for trauma activations? How is it tracked?
2. Do you have access to a community blood bank?

Level III Questions:

1. What is the turn around time for type-specific blood for trauma patients in the emergency department, operating room and ICU?
2. What is the procedure to obtain type-specific blood in the emergency department, operating room and ICU for trauma patients?
3. From where do you obtain additional blood if you exhaust your in-house supply? What is the process? How long does it take?
4. Is blood automatically sent to the emergency department upon activation of the trauma team?
5. What is the turnaround time for anticoagulation?
6. Do you stock factor reversal agents?
7. What is the turn around times for blood gasses?

Operating Room (if applicable)

1. What is the process for calling in the OR team? What is the response time expectation? How is it monitored?
2. How many teams do you have on-call?
3. What activities would occur if an emergent surgical trauma patient presented to the emergency department right now? How would a room be made available and staff assembled?
4. Where would a seriously injured trauma patient recover after surgery?
5. Is there an anesthesiologist on staff?

Intensive Care Unit (if applicable)

1. What is the nurse-to-patient ratio?
2. Which physicians provide oversight for trauma patients in the ICU?
3. Are trauma patients admitted to and followed in the ICU by surgeons?
4. Is the on-call surgeon available to care for trauma patients in the ICU?
5. Does staff have access to trauma continuing education?
6. Are there established protocols to manage head injury patients?

Notes: