SITE VISIT

- The designation site visit is not intended to be threatening. The Review Team is there to help you provide optimal care for trauma patients

- The designation site visit will typically take 3-4 hours

- Please take the opportunity to ask questions throughout the entire site visit

- When the Review Team arrives, they should be directed to a meeting room where they can work

- The Review Team will spend a few minutes introducing ourselves and explaining what we are going to do and why. This is an informal meeting but is often the time that we meet the Trauma Coordinator, Administrator, DON, and other members of your team. Your facility can use its own discretion as to who should attend.

- Generally, the Review Team will begin with a tour the Emergency Room. During the tour, the reviewers will be looking at the equipment and supplies available. A list of essential and desired equipment can be found under Level IV and V Designation Criteria on our website at: https://www.health.nd.gov/epr/emergency-medical-systems/trauma-system/hospital-trauma-designation/

- The Review Team will talk specifically to the managers of the Radiology and Lab departments. Questions asked will include response times and testing capabilities specific to their departments as well as quality assurance activities they are involved in.

- The majority of the time that the Review Team is at your facility will be spent reviewing actual trauma cases.

- About 1 week prior to the site visit, the Trauma Coordinator will be sent a list describing the patient records that we would like available for our review. If reviewing paper charts, these should be separated into piles such as deaths, transfers and admissions.

- If the trauma charts will be reviewed electronically, a list of the cases should be made for each of the review team members separated into deaths, transfers and admissions. It is important that staff be available to assist the Review Team with locating necessary information and documents electronically. And there should be computers available for each of the Review Team members.

- The patient records will be reviewed to assure quality care standards are met for all trauma patients.

- The Review Team will ask a number of questions related to the performance improvement/ quality assurance (PI/QA) process. Attempts will be made to match the patient records with the PI/QA process that occurs at your facility. It is important that staff involved in this process be available to assist the Review Team and answer questions related to your PI/QA process.

- When the Review Team has reviewed the patient records and has asked all of our questions, the Review Team will meet spend a few minutes together. They will compare notes and discuss findings or formulate additional questions. This process takes about 15 minutes. During this time, your facility can gather the staff it would like present for the Exit Interview.

- An Exit Interview is held at the end of the site visit. This meeting is typically attended by the Trauma Coordinator, Administrator, DON and Medical Providers, if available. EMS personnel and/or other members of the trauma team may be invited as deemed appropriate by the facility. During the Exit Interview the findings of the Review Team are shared and explained. Your facility's strengths and weaknesses within the trauma program are identified as well as recommendations for improvement.