



# Sample Facility Question During Hospital Tour

---

The following are some (not all) questions that may be asked by a site reviewer during a Trauma Care Facility site review visit and Hospital Tour.

## Emergency Department

**Purpose Statement:** The entire survey team will visit the emergency department to evaluate your trauma bay and equipment, ambulance bay, and decontamination area. You may be asked to initiate a trauma activation to assemble individual team members for questions.

### Management Questions

- How are trauma activations initiated?
- Are guidelines posted?
- Are staff aware of the activation protocols? Ask a staff member where your activation criteria and other trauma protocols are located.
- Who initiates the trauma activation? How do you communicate with Emergency Medical Services (EMS)?
- How does the activation process work?
- How have you educated your staff on their role in trauma activation and resuscitation of trauma patients?
- Where is the posted call schedule for trauma?
- Where is the backup schedule for trauma?
- Where is the posted call schedule for neurosurgery, orthopedic surgery?
- How are response times monitored? By whom?
- If an issue arose for a trauma patient, who would you address this with?
- Name your Trauma Program Manager.
- Name your Trauma Medical Director.
- What is the average expected turnaround time for labs, computerized tomography (CT) scans, and portable films?
- When and what was your last disaster drill? What lessons did you all learn from it?
- How is emergency medical services (EMS) integrated into your trauma program?

### Staff Questions

- What are the most common causes of delays in the evaluation and disposition of trauma patients?
- How many nurses respond to trauma resuscitations?
- What continuing trauma education have you attended in the past six months? Describe any additional training you have had to care for trauma patients.
- Who goes to CT with the patient and is the patient monitored?
- How do you get drugs for rapid sequence intubations?
- Where is your nearest crash cart?

- How do you request additional staff when needed?
- Show me the equipment for pediatric patients.
- Can you regulate the temperature in the trauma room?
- Where are the trauma standards of care?
- What is your role in disaster management?
- Show me the following equipment [may look for specific equipment].

If the trauma team is activated, it will be for a level one (full trauma team response)

The reviewer will record the time of the call and the time team members arrive. Their name and roles will be identified. They will be asked the following:

- What is your role in resuscitation of trauma patients?
- What training have you been given to respond to trauma resuscitations?

## Radiology

**Purpose:** The review team will be looking at reviewing the physical layout, services, manpower, and hours of operation for the radiology department.

- What is the turnaround time for a portable film, to snap and to read?
- Is there a radiology response time established for trauma activations?
- Is the CT technician in house 24/7?
- Who accompanies the patient to the CT scan?
- When was the last time you had an incident with a trauma patient in the CT scanner, such as a cardiac arrest?
- Where is the resuscitation equipment?
- What number do you call for cardiac arrest?
- Do you use nighthawk-reading service? If so, what is the turnaround time for a CT scan?
- Describe your overread process.
- If you had an issue for a trauma patient, who would you contact to report this?

## Blood Bank

**Purpose:** To review the number of units available, procedure for obtaining uncross-matched blood, and the massive transfusion protocol.

- What is the turnaround time for uncross-matched blood for trauma patients in the Emergency Department (ED), Operating Room (OR), and/or Intensive Care Unit (ICU)?
- What is the procedure to obtain uncross-matched blood in the ED/OR for trauma patients?
- How much blood is sent to the ED for a highest-level activation?
- Who initiates the massive transfusion protocol?
- What products are released with the massive transfusion protocol?
- How many units of plasma, platelets, and cryo are available?

## Lab/Pathology

**Purpose:** To review capabilities and procedures.

- What are the hours of operation?
- What is the turnaround time for blood gasses?
- Can you do blood alcohol screening?
- What is the turnaround time for clotting studies?

## Respiratory Therapy

**Purpose:** To review policies and procedures for the care of the trauma patient. The team will usually not visit the department but will ask questions in the ED/ICU.

- How are you integrated into the trauma activation process?
- What is your role in trauma resuscitations?
- How are you prepared and credentialed to participate in the trauma activations and in the care of trauma patients through the continuum of care?
- How do you monitor end tidal CO<sub>2</sub>?

## Operating Room (OR)

**Purpose:** To assess OR readiness, the OR triage process, and the trauma attending presence in the OR. The OR log may be reviewed.

- Do you have a trauma OR open with coverage 24/7?
- Which one is it? (They may put on a jump suit and go to the room.)
- How is uncross-matched blood accessed in the OR?
- Do you have a massive transfusion protocol?
- Who initiates the protocol?
- What are your educational requirements to care for trauma patients?
- Where do you recover a critical trauma patient?
- Who triages the trauma patients in the event of multiple patients?
- What is your role in a disaster?
- Do you have warming equipment in the OR?
- Are intravenous (IV) pumps, rapid infusers, and other equipment from the ED still able to be used?
- How many anesthesiologists are in the hospital after hours? What is their response time?
- What is the process for calling the "next" OR team?
- How many OR teams are there in house?

## Intensive Care Unit (ICU)

**Purpose:** To review the ICU team's role in trauma patient management.

- Describe critical care bed triage, resource availability and education/credentialing of staff.
- Who evaluates the bed status and can open beds for trauma patients?
- What is your nurse-to-patient ratio?
- Which physician provides oversight for trauma patients?
- Is the trauma physician available when called?

- A patient has fractured ribs; lung contusion with emphysema and during the night de-saturates, has diminished lung sounds on the affected side and is hypotensive. Who will you call?
- Do you have multidisciplinary rounds? Who participates?
- Do you have access to continuing trauma education?
- What is your role in organ donation?
- Can you describe your massive transfusion protocol?
- Where are the trauma standards of care?
- Do nutritional services consult on the trauma patient?
- Define the pharmacy role in the ICU.
- What resources are available for psychosocial issues in your unit?
- Is there any best practice guideline followed in the ICU?

## Patient Unit

**Purpose:** To review the in-patient unit role in trauma patient management, resource availability, protocols, discharge planning, and access to rehabilitation.

- Is continuing trauma education available to your staff? If so, what opportunities?
- Do staff have the opportunity to participate in injury prevention and outreach education?
- What is your role in disaster management?
- Explain the discharge process and who coordinates discharge planning?
- How are alcohol injuries addressed?
- Is trauma management integrated in the orientation process?
- How are social services involved and available for trauma patients?
- Where are trauma standards of care? Please describe those standards related to deep vein thrombosis (DVT), spinal cord injuries, and head injuries.
- How are you addressing the access rehabilitation beds?
- Describe the C-spine clearance protocol.

## Administration

**Purpose:** To review the commitment of administration to the trauma program.

- Do you charge UB68X for trauma activations? What other billing codes do you use related to trauma?
- How does the board of managers support the trauma program?
- How does the medical staff support the trauma program?
- Do you have written resolutions for these?
- Do you have transfer agreements for trauma?
- Do you have written transfer agreements for pediatric patients?
- How many trauma patients were transferred out in the last 12 months?
- Do you have a strategic plan and is trauma included?
- What regional and state committees do your trauma staff participate in?
- Define your facilities role in disaster management.
- Define your facilities role in regional and state system trauma development.
- How have you educated your board on trauma?
- Does trauma have its own budget?
- Do you facilitate trauma education?

## Injury Prevention

**Purpose:** To review how injury prevention is integrated into your trauma program and your community.

- Do you have an injury prevention professional?
- Is this a funded position?
- Is it full time?
- How do you define which programs you prioritize?
- Are injury prevention activities evaluated for effectiveness?
- How are alcohol injuries addressed?
- What multi-institutional activities have you participated in during the last 12 months?
- Define trauma outreach programs the facility has sponsored.

## Trauma Performance Improvement and Patient Safety (PIPS)

**Purpose:** To review your PIPS process and multidisciplinary involvement.

- Who manages the PIPS process?
- Define how a process is reviewed and processed.
- Define improvements made as a result of the trauma performance improvement process.
- Define what audit filters are used. Define what pediatric specific audit filters are used.
- Define physician involvement in the process.
- Define follow up that is provided to hospitals that transfer patients to you.
- Describe the follow up that you receive from higher level trauma centers you transfer to.
- How do you track attendance to your multidisciplinary meetings? Do you trend attendance over time?

## Trauma Registry

**Purpose:** To review the trauma registrar's role and responsibility and how the trauma registry data is utilized.

- Is your registry up to date?
- What training have you received as the trauma registrar?
- What full-time equivalent (FTE) do you have to complete your tasks?
- What is your validation process?
- What data reports do you regularly run?