

# ELDER-FRIENDLY EMERGENCY DEPARTMENT (ED) QUALITY SELF-ASSESSMENT TOOL

## Tool description

A checklist comprising 13 subscales including 62 items concerning the presence of elements of elder-friendly emergency department (ED) services as well as activities that support elder-friendly care. The tool was developed and validated using data from key informants at a sample of 76 EDs in Quebec, Canada. It is intended to help EDs identify areas where improving services for older patients is desirable.

## Use

The tool should be completed by a multidisciplinary team of professionals including at least physicians and nurses. The suggested scoring for each item should be by consensus. The number of items in each subscale varies from 2 to 11. Unless specified, each item is scored between 0 (absent) to 1 (present). For example, some items in subscales 9 and 10, half a point (0.5) is given for partial compliance (see footnotes next page).

## Reference to tool development

McCusker J, Vu T.T.M, Veillette N, Cossette S, Vadeboncoeur A, Ciampi A, Cetin-Sahin D, Belzile E. [Elder-friendly emergency department: Development and validation of an assessment tool](#). Journal of American Geriatric Society, 2018; 66(2): 394-400.

## Other references

McCusker J, Vadeboncoeur A, Cossette S, Veillette, N, Ducharme, F, Minh Vu, T. T, Ciampi, A, Cetin-Sahin, D, Belzile, E. [Changes in emergency department geriatric services in Quebec and correlates of these changes](#). Journal of American Geriatric Society. 2017;65(7):1448-1454.

McCusker J, Verdon J, Vadeboncoeur A, Lévesque J-F, Sinha SK, Kim KY, Belzile E. [The elder-friendly emergency department assessment tool: development of a quality assessment tool for emergency department-based geriatric care](#). Journal of American Geriatric Society. 2012;60(8):1534-9.

Cetin-Sahin D, Ducharme F, McCusker J, Magalhaes M, Veillette N, Lachance P-A, Cossette S, Mah R, Vadeboncoeur A, Berthelot S. [Key healthcare providers' perspectives on the implementation of elder-friendly emergency department care in Quebec](#). J Geriatric Emerg Med. 3(3):12p.

Cetin-Sahin D, McCusker J, Ciampi A, Cossette S, Vadeboncoeur, Vu M, Veillette N, Ducharme F, Belzile E, Lachance P-A, Mah R, Berthelot S. [Front-line emergency department staff assessments of processes of elder-friendly care for quality improvement](#). International Emergency Nursing. 51:101049, 2021.

## Contact for further information

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**ELDER-FRIENDLY EMERGENCY DEPARTMENT (ED)  
QUALITY SELF-ASSESSMENT TOOL**

<p><b>1. Two-step screening and assessment (0-3)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Use of validated high-risk screening tool</li> <li><input type="checkbox"/> Screening tool is used at triage</li> <li><input type="checkbox"/> ED-based assessment of positive screens</li> </ul>	<p><b>8. Linkages between ED and community (0-3)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Exchange of patient information between ED and community</li> <li><input type="checkbox"/> Community homecare coordinator assigned to ED</li> <li><input type="checkbox"/> Access to the community emergency medical resources</li> </ul>
<p><b>2. Standardized assessment tools (0-3)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Cognitive status<sup>1</sup></li> <li><input type="checkbox"/> Physical functional status<sup>1</sup></li> <li><input type="checkbox"/> Medication reconciliation<sup>1</sup></li> </ul>	<p><b>9. Physical environment and design (0-8)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Dimmed night lighting<sup>3</sup></li> <li><input type="checkbox"/> Large font signage<sup>3</sup></li> <li><input type="checkbox"/> Ramps where appropriate<sup>3</sup></li> <li><input type="checkbox"/> Nightlights in bathrooms<sup>3</sup></li> <li><input type="checkbox"/> Handrails close to the toilet<sup>3</sup></li> <li><input type="checkbox"/> Designated area for elder care<sup>3</sup></li> <li><input type="checkbox"/> Designated waiting area for family members<sup>3</sup></li> <li><input type="checkbox"/> Space for family members at bedside<sup>3</sup></li> </ul>
<p><b>3. ED clinical care protocols/care pathways (0-11)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Delirium</li> <li><input type="checkbox"/> Behavioral signs of dementia</li> <li><input type="checkbox"/> Falls</li> <li><input type="checkbox"/> Use of restraints</li> <li><input type="checkbox"/> Hip fracture</li> <li><input type="checkbox"/> Maintenance of physical function</li> <li><input type="checkbox"/> Nutritional intake</li> <li><input type="checkbox"/> Hydration</li> <li><input type="checkbox"/> Incontinence or urinary retention</li> <li><input type="checkbox"/> Pressure sores</li> <li><input type="checkbox"/> Pain management</li> </ul>	<p><b>10. Furniture and equipment (0-9)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Armchairs<sup>3</sup></li> <li><input type="checkbox"/> Height-adjustable tables<sup>1</sup></li> <li><input type="checkbox"/> Height-adjustable beds/stretchers<sup>1</sup></li> <li><input type="checkbox"/> Adjustable or geriatric chair<sup>1</sup></li> <li><input type="checkbox"/> Extra thick/soft mattresses<sup>1</sup></li> <li><input type="checkbox"/> Walkers, canes<sup>1</sup></li> <li><input type="checkbox"/> Wheelchairs<sup>1</sup></li> <li><input type="checkbox"/> Hearing support devices<sup>1</sup></li> <li><input type="checkbox"/> Reading glasses<sup>1</sup></li> </ul>
<p><b>4. ED Geriatric team leadership (0-2)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Clinician responsible for coordinating geriatric services</li> <li><input type="checkbox"/> Physician practicing geriatric care</li> </ul>	<p><b>11. Educational sessions in the past 12 months (0-4)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Principles of hospital-based elder-friendly care</li> <li><input type="checkbox"/> Delirium</li> <li><input type="checkbox"/> Falls prevention</li> <li><input type="checkbox"/> Maintenance of physical function</li> </ul>
<p><b>5. Multidisciplinary staff availability (0-6)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Liaison nurse<sup>1</sup></li> <li><input type="checkbox"/> Geriatric nurse clinician<sup>1</sup></li> <li><input type="checkbox"/> Social worker<sup>1</sup></li> <li><input type="checkbox"/> Physiotherapist<sup>1</sup></li> <li><input type="checkbox"/> Occupational therapist<sup>1</sup></li> <li><input type="checkbox"/> Pharmacist<sup>1</sup></li> </ul>	<p><b>12. Quality improvement in the past 12 months (0-3)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Patient/family satisfaction surveys</li> <li><input type="checkbox"/> Audit of physical environment</li> <li><input type="checkbox"/> Quality improvement initiatives</li> </ul>
<p><b>6. Discharge planning (0-3)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Discharge planning protocol</li> <li><input type="checkbox"/> Form to transmit information to community physicians<sup>1</sup></li> <li><input type="checkbox"/> Form for information transmission to homecare services<sup>1</sup></li> </ul>	<p><b>13. Geriatric administrative data monitoring (0-4)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> ED length of stay</li> <li><input type="checkbox"/> Hospital admission rates</li> <li><input type="checkbox"/> Planned returned visits</li> <li><input type="checkbox"/> Unplanned returned visits</li> </ul>
<p><b>7. Family-centered discharge (0-3)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Personalized written information<sup>1</sup></li> <li><input type="checkbox"/> Family members participate in discharge planning<sup>1</sup></li> <li><input type="checkbox"/> Post-discharge telephone follow-up<sup>2</sup></li> </ul>	

<sup>1</sup>Always or most of the time; <sup>2</sup>At least sometimes; <sup>3</sup>0.5 point given for partial compliance