

Administrative Rotation

Jewish General Hospital

The medico-administrative rotation offered to the Emergency Medicine Residents consists of: (to name a few)

- a) Tutorial sessions with chairperson/members of various committees.(pharmacy, disaster planning, hospital accreditation, bed utilization)
- b) Analysis of various administrative issues with several relevant articles.
- c) Review of existing Protocols within department and within hospital.
- d) Analysis of the Emergency Department by Statistics.
- e) Emergency Department Design

In addition, the rotation is used as an opportunity to teach and reinforce topics in emergency, including:

Critical Appraisal
MSK
Casting
Reductions and splinting
EKG
Flow
Reading radiological films
Mass Casualty
Humanitarian work
CMPA/professional liability
Quality Assurance/CQI
Ophthalmology
ACLS refresher
PALS refresher
E-charting
Time Management
EMS
Successful CME
ED Design
Disaster Plan
Addressing Complaints
DPS Role -- DPS
Billing

Many of these sessions are given by experts in the respective field.

During this month residents are expected to do 6 clinical shifts, with several shifts focusing on ED department flow.

Goals

- 1) To gain a familiarity and an appreciation of the Emergency Departments' relationship within the hospital, and their interdependence.
- 2) To understand the components required to maximize the cooperation between the administration and the Emergency Department to solve ED problems and issues.
- 3) To establish general principles in dealing with Emergency Department issues, and how to deal with daily problems that continuously arise.
- 4) To understand the philosophy and operation of committee work and how to organize a pyramidal structure.
- 5) How to maximize the effectiveness of committee goals, and how to use one's time effectively.
- 6) To tailor the Emergency Department infrastructure according to the needs of the department.
- 7) To become familiar with global budgeting as well as the department's staffing, equipment, and research budgets.
- 8) How to assess staffing needs and develop a schedule.
- 9) How to establish an Academic Program.
- 10) To become familiar with the political arenas of Emergency Medicine, and how to work with them ie. CAEP, ABEM, AMUQ, C.F.P.C.(EM). issues etc.
- 11) To familiarize oneself with important Quebec Emergency Medicine related documents.
- 12) To reinforce essential topics in emergency medicine.

Tutorial sessions

During their rotation in medico-administration rotation, the Resident will be welcomed to all internal/external committees, as discussed above whenever possible. In addition, the Residents will have time with the chairperson of each

committee to discuss the goals and objectives of their committee, protocols that have been introduced, difficulties encountered, issues that have been solved, and current and future projects. Interactive sessions will be encouraged.

Various practical questions will be addressed. The resident will have the opportunity to work with several Emergency Department Attending Staff who will act as mentors.

Review of Articles

Several articles dealing with administrative topics will be handed out, as well,

problem-solving approach to the relevant issues will be discussed. When appropriate, the resident will review topics and projects with the responsible chairperson.

Review of Protocols

The resident can review various protocols that exist with other departments and services, and take advantage of the time already devoted to many issues.

The Emergency Department has a special interdependent relationship with each medical/surgical department. To promote efficient functioning of the Emergency Department and improve relations with the Medical and Surgical Departments, comprehensive protocols have been established with each of the departments which stipulate, in detail, the responsibilities of each department. These protocols are conducive to mutual respect and understanding of each others concerns and in general, lead to better communication.

The Emergency Department has an excellent relationship with the Radiology Department and has developed protocols for urgent and emergent 'specialized' investigation.

Analysis of the Emergency Department by Statistics

To have an understanding of the functioning of the Emergency Department, the Department must have a method of analyzing its daily operation. In that way, the Department can measure changes in its operation, and can compare itself with other departments in the country. A complex statistical analysis exists which can be adapted to other Emergency Departments.