

**Emergency Care Institute
Rural & Remote Emergency Department Model of Care
Staff Survey
August 2013**

If you prefer, for your convenience this survey can be completed on-line at <https://www.research.net/s/PPSG7KS>. Please complete this survey and return it as instructed by your facility.

You are invited to participate in a survey as part of the process for developing new Models of Care at the NSW Agency for Clinical Innovation. Sharing your experience will assist us in redesigning healthcare to improve the experiences of patients and their carers. Today we are interested in hearing about your experience of providing care at a rural/remote Emergency Department or multipurpose service.

The NSW Agency for Clinical Innovation Emergency Care Institute is currently implementing a model of care for rural and remote emergency departments. A model of care describes the way health services are delivered. It aims to ensure people get the right care, at the right time, by the right team and in the right place.

How will the survey information be used?

Survey participation is completely voluntary. The information you provide will not contain any of your personal information. Survey results will be stored at the NSW Agency for Clinical Innovation and used internally by NSW Health.

During implementation of the new model of care (*Nurse Delegated Emergency Care*), survey feedback of a general, NSW wide, nature will be given to implementation sites.

For further information please contact:

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Local Health District: (circle)

FWLHD / HNELHD / ISLHD / MLHD / MNCLHD / NNSWLHD / SNSWLHD / WNSWLHD

Today's Date: _____

The questions below relate to your experience of providing care in the Emergency Department or multipurpose service. To complete the survey please **circle one answer** for each question.

| | Question | Answers |
|-----|---|--|
| Q1. | My professional staff group is | Medical Officer Registered Nurse Enrolled nurse Allied health Other |
| | <i>Registered Nurse – please continue to Q2. Medical Officer – please go to Q3. Other staff groups – please go to Q5.</i> | |
| Q2. | During a shift when there is not a medical officer on-site, I would <u>usually</u> call a medical officer <i>(please go to question 5)</i> | Once per shift 2 – 4 times per shift 5 – 9 times per shift 10 or more times per shift |
| Q3. | When I am not on-site in the ED, I would <u>usually</u> expect to <u>receive a call</u> from the ED <i>(please continue to question 4)</i> | Once per shift 2 – 4 times per shift 5 – 9 times per shift 10 or more times per shift |
| Q4. | When I am not on-site in the ED, I would <u>usually</u> expect to <u>return to the ED</u> to provide patient care in person <i>(please continue to question 5)</i> | Once or more / 24 hours 2 – 4 times a week 5 – 9 times a week 10 or more times a week |
| Q5. | The Emergency Department can improve the ways in which we care for patients | Strongly agree Agree Disagree Strongly disagree |
| Q6. | Clinical care in my Emergency Department is provided in a timely manner | Strongly agree Agree Disagree Strongly disagree |
| Q7. | Patients with minor injuries or complaints who present to the Emergency Department receive high quality, efficient care | Strongly agree Agree Disagree Strongly disagree |
| Q8. | Implementing a new Model of Care in the Emergency Department is a positive thing for the staff and patients | Strongly agree Agree Disagree Strongly disagree |
| Q9. | The required resources are provided when implementing changes or updates in clinical care | Strongly agree Agree Disagree Strongly disagree |

| | Question | Answers |
|------|--|--|
| Q10. | The level of team work amongst the staff in the Emergency Department is | Excellent Good Fair Poor Very Poor |
| Q11. | I can easily access education and training opportunities relevant to my clinical role | Strongly agree Agree Disagree Strongly disagree |
| Q12. | I can explain a patient's condition and treatment in a way the patient and / or carer can understand | All patients Most patients Few patients No patients |
| Q13. | The local community collaborates positively with the hospital and Emergency Department | Strongly agree Agree Disagree Strongly disagree |

Thank you for completing this survey!

Please return this survey as instructed by your facility.