

Trauma Performance Improvement Case Review Guide

The questions below are intended to guide the trauma program manager/coordinator through in the review of a trauma case by suggesting the types of inquiries to make. It is not meant to be used as a checklist, but rather a guide.

Primary Review

- What went well?
- What didn't go well?
- Did any filters fall out/were metrics missed?
- Were there delays...
 - Activating the trauma team?
 - In the sequence of care and decision making?
 - Obtaining imaging or other diagnostic test or reports?
 - Making the decision to transfer?
 - Transferring the patient?
 - Finding a transferring ambulance service?
 - Obtaining prompt acceptance from a receiving facility?
 - Due to patient/family decision making?
- Did the patient meet TTA criteria? If so, was the team activated?
- Did the nursing care conform to industry and acceptable practice standards?
- Did the physician/provider care conform to industry and acceptable practice standards? What do you want the TMD to evaluate or address in addition to their review?
- What follow-up or investigation did you undertake? What did you learn?
- Were there opportunities to have done things differently? If the same patient came back tomorrow, would you want things to go differently? If so, what?
- Does something need to change or improve? If so, what actions should be taken?
- What action do you recommend for this case?
 - Further investigation
 - Close—no action needed
 - Refer to TMD
 - Create action plan(s) for identified issues(s) that should be improved
 - What must change to facilitate the needed improvement?
 - What activities should be undertaken to facilitate that change?

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The questions below are intended to guide the trauma medical director(s) through in the review of a trauma case by suggesting the types of inquiries to make. It is not meant to be used as a checklist, but rather a guide.

Medical Director Review

- What went well?
- What didn't go well?
- Did any filters fall out/were metrics missed?
- Were there delays...
 - Activating the trauma team?
 - In the sequence of care and decision making?
 - Obtaining imaging or other diagnostic test or reports?
 - Making the decision to transfer?
 - Transferring the patient?
 - Obtaining prompt acceptance from a receiving facility?
 - Due to patient/family decision making?
- Did the patient meet TTA criteria? If so, was the team activated?
- Did the physician/provider care conform to industry and acceptable practice standards?
- What follow-up or investigation did you undertake? What did you learn?
- What do you think about the TPMs findings? Are the findings valid? Do you agree with their conclusions?
- Were there opportunities to have done things differently? If the same patient came back tomorrow, would you want things to go differently? If so, what?
- Does something need to change or improve? If so, what actions should be taken?
- What action do you recommend for this case?
 - Further investigation
 - Close—no action needed
 - Create action plan(s) for identified issues(s) that should be improved
 - What must change to facilitate the needed improvement?
 - What activities should be undertaken to facilitate that change?
 - Refer to tertiary case review committee
 - Refer to other hospital committee (e.g., Quality, Med. Staff, Executive)

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The questions below are intended to guide the trauma program manager, medical director, and tertiary case review committee members through in the review of a trauma case by suggesting the types of inquiries to make. It is not meant to be used as a checklist, but rather a guide.

Tertiary Case Review

- Why is the case being referred to the tertiary case review committee?
 - Interesting case?
 - Possible clinical care or process issue identified?
 - Complaint?
- What does the committee think about the care?
- What went well?
- What didn't go well?
- Did any filters fall out/were metrics missed?
- Were there delays...
 - Activating the trauma team?
 - In the sequence of care and decision making?
 - Obtaining imaging or other diagnostic test or reports?
 - Making the decision to transfer?
 - Transferring the patient?
 - Finding a transferring ambulance service?
 - Obtaining prompt acceptance from a receiving facility?
 - Due to patient/family decision making?
- Did the nursing care conform to industry and acceptable practice standards?
- Did the physician/provider care conform to industry and acceptable practice standards?
- What did the committee think about the review of this case performed by those before them? Are their findings valid? Does the committee agree with their conclusions?
- Are there opportunities to have done things differently? If the same patient came back tomorrow, would the committee want things to go differently? If so, what?
- What action does the committee recommend for this case?
 - Close—no action needed
 - Create action plan(s) for identified issues(s) that should be improved
 - What must change to facilitate the needed improvement?
 - What activities should be undertaken to facilitate that change?
 - Refer to other hospital committee (e.g., quality, med. staff, executive)