The Sutherland Hospital Emergency Department

ACEM Accreditation 2021

**Position Statement for Quality Improvement Plan**

Standard and Requirement:

**PARTICIPATION IN DECISION MAKING**

Assessment outcome:

*Although the trainee representative attends monthly ED meetings, trainees interviewed were unaware who the representative was and indicates the lack of input. A more formalised approach to allow trainees to participate in decision making should be implemented.*

Response:

TSHED understands the importance of having trainee representatives in the decision making process of the departmental. We acknowledge that this process can be refined. Our objective is to ensure all trainees are aware of the value of the trainee representative and know how to utilise them to contribute to all department processes. We aim to provide support and access to both our local trainees and seconded trainees from tertiary hospitals.

Role of the Trainee Representative:

* Provide a voice for the trainees in all departmental issues and key decision processes
* Provide communications between trainees and other stakeholders within the department
* Active contributions in meetings on behalf of trainees:
  + Monthly Departmental Meeting
  + Mortality and Morbidity Meeting
  + Relevant Sub-committee meetings (eg covid response planning)
* 2 trainees are invited to be trainee representatives. Invitation open to all trainees. Focus on the diversity of trainee backgrounds and stage of training.
* Selection process to take place in December-January prior to the start of the next clinical year
* Encourage autonomy and flexibility: Representatives are encouraged to review and refine their role as the clinical year progresses.
* The trainee representative role can be used for development and assessment of the Leadership and Management domain in the Curriculum Framework

The following actions are taken to optimise this process:

Trainee Orientation Program

Trainee Orientation Program at the start of each clinical term in week 1

* + ADDITION of the section “TRAINEE REPRESENTATIVE” in the orientation manual and presentation
    - Announcement of who the trainee representatives are
    - Explanation of their role
    - Opportunity and access for all trainees to express their views and suggestions
    - How to contact the representatives
      * email @health.nsw.gov.au vs personal email
      * Informal communication platforms – Whatsapp communication group has been established by the trainees to discuss ad hoc matters. FACEs are not represented in this platform to encourage open discussions.
    - Matters of concern can be raised by the trainee representatives with FACEMs

Mid term Trainee Meeting (ADDITION)

* + Scheduled for week 5 of each clinical term held during protected teaching time – 1hour
    - Attended by ALL trainees with the trainee representatives present
    - Provide a forum for trainees to meet and discuss issues during the first month of term
    - Provide a forum for trainees to review existing matters regarding training and department processes
    - Access on site and via teleconference to maximise trainee participation
  + Trainee representatives can then bring forward matters to DEMT/DEM for discussion to generate an outcome. The aim is to address any matter early to ensure adjustments are made before the second half of the term.

Trainee participation in the planning of new and major change to clinical services provided at TSHED

* + Historically, the majority of the planning and development of clinical services is the responsibility of senior medical and nursing staff
  + Proposed ADDITIONS:
    - Trainee representatives are invited to attend departmental planning and strategy meetings that involve a significant changes to the current clinical services
    - The representatives will relay the information, and gather the opinion of the trainee body and put forward a considered combined response
    - Objective:
      * Consider trainee experiences and decision making in departmental processes
      * Encourage active trainee involvement in departmental strategy and planning processes
      * Provide an alternate avenue for information distribution

Auditing and Review

* Trainee Feedback From to be completed by trainees at the end of each clinical term (Every 3 months)
  + ADDITION of the section PARTICIPATION IN DECISION MAKING. Trainees will provide their feedback if the department has met their expectation for this aspect of their training
* Mid term meeting with DEMT – (Every 3 months)
  + Review active clinical issues
  + Review impact of the representative role
  + Propose changes and refinement to the role
  + Listen to the suggestions put forward by trainees and bring about a positive and constructive change to the work environment
* Staff Specialist Meeting (Monthly)
  + Attend to trainee suggestions and provide a response

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