KEY PERFORMANCE INDICATORS

When you need emergency care ↓

Record the level of escalation within each ED and the date and time when it changes	Description of Emergency Care Communications within Winter Plans	Chart the levels of escalation of each ED over time, against number of attendances

When you arrive at the hospital ↓

Record the Triage score/category and the time Triage is completed	Description of the planned staffing roster, dedicated to undertaking Triage	Chart the waiting time from Registration to completed Triage by Triage Category

When you are examined ↓

Record the Numbers of Patients arriving at each Clinical Area within the ED	Record the number of unmet Hours of Staff deployment, against the planned roster including Bank, Agency & Locum	Chart the time from Triage, to the initial consultation in each Clinical Area

When you need treatment ↓

Record the time and specialty, when a referral for inpatient admission is made	Audit of the staff time spent in the ED, by Acute Inpatient Specialities	Chart the top 10 conditions by time from Registration to completion of Treatment

when you are ready to go ↓

Record the ED discharge time and destination of every patient when they leave the ED	Describe the range in the Unit Cost of Care, for every patient by discharge destination	Chart the time from Registration to Discharge by Clinical Area, Top 10 Condition and Triage Category