

Department:	Emergency Department
Administrator:	Associate Vice President of Operations/Director of Nursing
Goals:	<ul style="list-style-type: none"> • To save lives in acute medical/surgical emergencies and care for those individuals with illnesses or injuries for which immediate medical attention is required or desired. • To provide pre-hospital care by serving as a base station for approved mobile intensive care units. • To provide personalized care in a manner that enables the patient and significant others to view the ED experience as a positive interaction with the hospital care system. • To fully integrate with other departments of the health system.
Objectives:	<ul style="list-style-type: none"> • To triage all incoming patients. • To have patients assessed by qualified individuals. • To diagnose, treat, admit and provide appropriate referral and follow up to PCP. • To ensure critically ill patients receive the top priority care as determined by triage guidelines. • To initiate lifesaving treatment. • To provide end of life care. • To supply discharge instructions appropriate to specific needs.
Practice Standards:	John Dempsey Hospital Medical Staff Rules and Regulations, State of Connecticut Nurse Practice Act, John Dempsey Hospital Nursing Practice Manual, American College of Emergency Physicians, and Emergency Nursing Association.
Scope of Services:	Scope of services range from episodic, primary, acute (comprehensive) to referrals.
Service Availability:	<ol style="list-style-type: none"> 1. Emergency and Urgent Care services available 24 hours a day, 7 days a week. 2. Appropriately integrate with other units/services of the hospital.
Patient Population/ Customers:	Individuals of all ages with perceived physical and/or emotional illness.
Providers/ Staffing:	<ol style="list-style-type: none"> 1. Physician: State of Connecticut licensed and John Dempsey Hospital credentialed. 2. PA/APRNS: State of Connecticut licensed and John Dempsey Hospital credentialed. 3. Registered Nurses: State of Connecticut Licensed. 4. Licensed Practical Nurses: State of Connecticut Licensed 5. Medical Assistants
Clinical Care/ Current Priority Activities:	<p>Assessment:</p> <ul style="list-style-type: none"> • Physician: Medical and social history, physical examination, systems review, diagnostic testing. • Nursing: Medical and psychosocial history and assessment, vital signs, functional review, medication review, patient knowledge review. <p>Treatment/Intervention:</p> <ul style="list-style-type: none"> • Physician: Diagnosis and treatment, procedures as indicated, provide referrals. • Nursing: IV access, phlebotomy, medication administration, patient education, wound care, IV therapy, support service referral, CPR/Defibrillate, suctioning, EKGs.

Dept. Head/Date

Administrator/Date

Medical Director/Date