

## Quest for Zero - Excellence in ED

Improving reliability and reducing risk exposure in emergency departments is a focus of BETA Healthcare Group's Risk Management Department. BETA's Quest for Zero: ED offers a structured program guided by clinical experts and designed to address common liability issues in the emergency department setting.

The Quest for Zero – Excellence in ED is comprised of two tiers. Tier One lays the foundation while Tier Two introduces various risk reduction strategies outlined in a menu of options which includes defined and measurable subcomponents supported by national standards, safe practices and evidence-based literature.

### **Tier One**

Assessment Component:

- Each ED provider and registered nurse must complete the Relias Personalized Learning Module Emergency Department Sepsis Management that evaluates knowledge and judgment as it pertains to high-risk conditions in the emergency department. The platform measures the clinician's relative strengths in each area while identifying areas of opportunity. Key analytics allow the organization to study individual and unit-based trends.
- An individualized learning path is delivered to each participant following the assessment. Areas of improvement that are identified as "red & yellow zones" must be completed.
- Performance Improvement: Those organizations taking a re-assessment of the Relias Personalized Learning Module will need to show a minimum 1.5% average increase in knowledge scores for both providers and registered nurses. An exception will be those who score as "top performers" (upper 25<sup>th</sup> percentile). An average top performance by providers and registered nurses at any organization need only maintain that quartile.

### **Tier Two**

Menu of Options: Targeted strategies to direct loss prevention efforts, identified by facility-based trends, include the following:

- Sepsis Management
- Emergency Medicine Collaborative (EMC)
- Organization-Wide Surge Planning
- Pediatric Readiness
- Care for the Caregiver (Peer Support)
- Emergency Department Risk Assessment
- Fracture Management
- Medication Safety
- Fall Prevention
- Team Training & Communication
- Simulation & Drills
- Certified Emergency Nurse (CEN) /Certified
- Management of Mental Health Patients in the ED
- High-Risk Patient Callback Program  
Pediatric Emergency Nurse (CPEN)  
Credential
- Culture of Safety Measurement and Improvement
- Triage Education
- Safer Sign-Out
- Patient & Family-Centered Care
- Data Visibility & Transparency

### **Value of Participation:**

Tier One is valued at 2% of the emergency department premium. There is opportunity to gain additional credits by choosing up to two additional loss prevention strategies in Tier Two, each worth 2% if all criteria are met. This represents a potential annual contribution renewal credit of up to 6%. The ED Quest Guideline outlines Tier Two module strategies and their respective requirements.

BETA's Quest for Zero toolkit supports and supplements the Tier Two module strategies and is available electronically.

To learn more contact [riskmgmt@betahg.com](mailto:riskmgmt@betahg.com). BETA's risk management team members will partner with your organization to provide valuable support and guidance to help you achieve success.