

EMERGENCY / RETRIEVAL FEEDBACK

Managing critical illness can be difficult - please feedback openly & honestly on what worked well / what could be improved in order to help us improve our care of critical patients. Feedback from any member of the team is welcomed and can help subsequent debrief and audit. You can give feedback anonymously if prefer, but please try to be constructive. Audit of cases seeks to understand & improve processes involved in patient care, not criticise individuals.

Completed on :

Name (optional) :

Date of Resus	Patient Name	DOB
Clinical Synopsis Presenting Complaint & Key Features		

Procedures performed Any difficulties encountered?	Action Points
Clinical Management Did individuals or team identify problems with knowledge, skills or clinical plan?	Action Points
Teamwork & Human Factors Any problems with forming an effective team, communication between team members or other 'crisis resource management' issues?	Action Points

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Equipment Was all necessary equipment available, in working order and were the team able to use it effectively? Was there a need for other equipment identified?	Action Points
Referral & Communication Any difficulties encountered in referral, in liaison with retrieval service, handover or in interactions with other agencies (eg: ambulance, police, mental health, etc?)	Action Points
What ifs Any latent hazards or potential problems identified?	Action Points
Positives? What did work well & why	Action Points
Follow up & Patient Progress? Any problems identified? Discharge plan back to rural?	Action Points

Thank you for feedback - this may help subsequent debrief of the team & quality improvement
PLEASE RETURN FORMS TO THE CNC - ACUTE