ATTACHMENT B:
ED PROFESSIONALS SURVEY

SU_ID:

Some text

GENERAL INSTRUCTIONS
Answer all the questions by checking the box to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

1 ☐ Yes ➔ *Go to Question 2*
2 ☐ No

ED Professionals Survey

SECTION I: BACKGROUND

1a. Do you work for a hospital?

1 ☐ Yes

2 ☐ No ➔ *[SKIP TO SECTION IV]*

1b. Do you work for an emergency department (ED)?

1 ☐ Yes

2 ☐ No

2. Is this hospital associated with a medical school?

1 ☐ Yes

2 ☐ No

3. Is this hospital part of a multi-hospital corporation?

1 ☐ Yes

2 ☐ No

4. What type of hospital do you work for?

1 ☐ Government-owned facility (owned by the federal government or a state, county, or municipal government)

2 ☐ Privately-owned/ nonprofit facility

3 ☐ Investor-owned/ for-profit facility

5. Is your facility a Critical Access Hospital?

1 ☐ Yes

2 ☐ No

6. Is your ED staffed 24 hours per day/ seven days per week?

1 ☐ Yes

2 ☐ No

7. What is the market served by your ED? *(Check all that apply.)*

Please check rural if more than 10% of your ED visits/yr are from patients living in rural areas. Please check suburban if more than 10% of your ED visits/yr are from patients living in suburban areas. Please check urban if more than 10% of your ED visits/yr are from patients living in urban areas.

1 ☐ Rural

2 ☐ Suburban

3 ☐ Urban

8. Which of the following best describes your job in the hospital?

1 ☐ Emergency Department Nurse Manager

2 ☐ Emergency Department Medical Director

3 ☐ Emergency Department Director of Nursing

4 ☐ Nurse Educator

5 ☐ Emergency Physician

6 ☐ Emergency Nurse

7 ☐ Emergency Technician

8 ☐ Medical Assistant

9 ☐ Administrative/ Clerical Staff

10 ☐ Resident

11 ☐ Other *(please specify)*:

9. What was the ED's annual number of patient visits in 2007?

1 ☐ 5,000 visits
2 ☐ 5,000 – 24,9999 visits
3 ☐ 25,000 – 49,999 visits
4 ☐ 50,000 – 99,999 visits
5 ☐ 100,000 – 499,999 visits
6 ☐ 500,000 – 1,000,000 visits

10. How frequently are patients "boarded" in your ED for more than four (4) hours?

The Institute of Medicine defines "boarding" as the practice of holding patients in the ED who need to be admitted to the hospital because an inpatient bed is not available.

5 ☐ Very Frequently
4 ☐ Frequently
3 ☐ Sometimes
2 ☐ Rarely
1 ☐ Very Rarely
0 ☐ N/A

11a. Are you aware of the Emergency Severity Index (ESI) 5-level triage methodology?

1 ☐ Yes ➔ *Go to Question 11b*
2 ☐ No

11b. How did you first become aware of the ESI?

1 ☐ Agency for Healthcare Research and Quality (AHRQ) website
2 ☐ AHRQ, other than the website
3 ☐ Emergency medical conference
4 ☐ Professional conference other than for emergency medicine
5 ☐ Used in my ED
6 ☐ Published literature
7 ☐ Medical school coursework
8 ☐ Word of mouth
9 ☐ Other *(please specify)*:

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12. Does your emergency department use the ESI as its primary emergency department triage tool for every day use (non-catastrophic situations)?

1 ☐ Yes ➔ *[IF YES, USERS COMPLETE SECTION II]*
2 ☐ No ➔ *[IF NO, NONUSERS COMPLETE SECTION III]*

The following questions are about the use of the ESI in your ED.

1. How long has your ED used ESI as the primary triage tool?

- 1 ☐ < 3 months
- 2 ☐ 3 – 6 months
- 3 ☐ 6 months to 1 year
- 4 ☐ 1 to 2 years
- 5 ☐ 2 to 3 years
- 6 ☐ 3 to 5 years
- 7 ☐ More than 5 years
- 8 ☐ Other *(please specify)*

  [   ]

- 9 ☐ Don't know

2. Does your ED use other tools for triage in addition to the ESI (for example, as part of a community-wide catastrophe response plan)?

- 1 ☐ Yes
- 2 ☐ No ➜ *[SKIP TO QUESTION 5]*

3. What other type of triage system does your emergency department use?

- 1 ☐ 2 levels – emergent, non-emergent
- 2 ☐ 3 levels – emergent, urgent, nonurgent
- 3 ☐ 4 levels – life threatening, emergent, urgent, nonurgent
- 4 ☐ 5 levels – resuscitation, emergent, urgent, nonurgent, referred
- 5 ☐ Other *(please specify)*

  [   ]

4. For what purpose(s) is an alternative triage method used in your ED? *Please describe your answer in the box below.*

  [   ]

5. What aspects of the ESI were most influential in helping your ED to choose the ESI as the primary triage algorithm? *Please select ALL that apply.*

	Most important	important	Somewhat important	Not important	Least important	Don't know
a. Ease of use	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
b. Ability to sort patients clinically	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
c. Ability to predict ED resource demand	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
d. Ability to plan staffing levels	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
e. Ability to facilitate patient flow	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
f. Effectiveness in every day surge planning	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
g. Other *(please specify)*	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐

  [   ]

6. In what ways, if at all, did the ESI have to be adjusted in order for it to work with your ED's operation?

[ ]

7. Are you satisfied with ESI as a triage tool?

5 [ ] Very satisfied
4 [ ] Satisfied
3 [ ] Somewhat satisfied
2 [ ] Not really satisfied
1 [ ] Not at all satisfied

8. We are interested in the extent to which the ESI has improved emergency services, and surge planning and preparations in your ED. *Please rate each of the following.*

a. Emergency services

Strongly improved	Improved	Somewhat improved	Did not improve	Don't know
5	4	3	2	1
[ ]	[ ]	[ ]	[ ]	[ ]

b. Surge Planning and Preparations

Strongly improved	Improved	Somewhat improved	Did not improve	Don't know
5	4	3	2	1
[ ]	[ ]	[ ]	[ ]	[ ]

We are interested in how the ESI compares to other triage tools.

9. What triage system did your emergency department use prior to implementing the ESI? *Please select one answer.*

1 [ ] 2 levels – emergent, non-emergent
2 [ ] 3 levels – emergent, urgent, nonurgent
3 [ ] 4 levels – life threatening, emergent, urgent, nonurgent
4 [ ] 5 levels – Australasian Triage Scale (ATS) formerly National Triage Scale of Australia – resuscitation, emergent, urgent, semi-urgent, nonurgent
5 [ ] 5 levels – Manchester – immediate, very urgent, urgent, standard, nonurgent
6 [ ] 5 levels – Canadian Triage and Acuity Scale (CTAS) – resuscitation, emergent, urgent, less urgent, nonurgent
7 [ ] 5 levels – Other triage system/Don't know the name of the triage system
8 [ ] Other *(please specify)*

[ ]

9 [ ] Don't know
10 [ ] My ED did not have a formal triage system in place prior to the ESI

10. Do you have familiarity with other triage systems? *Select the ONE that you are most familiar with.*

1 [ ] 2 levels – emergent, non-emergent
2 [ ] 3 levels – emergent, urgent, nonurgent
3 [ ] 4 levels – life threatening, emergent, urgent, nonurgent
4 [ ] 5 levels – Australasian Triage Scale (ATS) formerly National Triage Scale of Australia – resuscitation, emergent, urgent, semi-urgent, nonurgent
5 [ ] 5 levels – Manchester – immediate, very urgent, urgent, standard, nonurgent
6 [ ] 5 levels – Canadian Triage and Acuity Scale (CTAS) – resuscitation, emergent, urgent, less urgent, nonurgent
7 [ ] 5 levels – Other triage system/Don't know the name of the triage system
8 [ ] Other *(please specify)*

[ ]

9 [ ] None of the above *[SKIP TO QUESTION 12]*

11. For each characteristic, please rate whether you feel that the ESI is a better or worse tool for every day use (non-catastrophic situations) when compared to the other ED triage system that you are most familiar with.

	ESI is Much Better than other tool	ESI is Better than other tool	ESI is About the Same As other tool	ESI is Worse than other tool	ESI is Much Worse than other tool	Don't Know
a. Ease of implementation	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
b. Ease of use	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
c. Sorting patients clinically	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
d. Predicting ED resource demand	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
e. Planning staffing levels	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
f. Facilitating patient flow in the ED	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
g. Planning for every day surges	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
h. Overall effectiveness	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
i. Other (please specify):	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐

The following questions are about the ESI training materials. Please rate the ESI training DVDs and accompanying booklet according to the following:

12. Did you receive the ESI training materials?

1 ☐ Yes

2 ☐ No

13. Have you viewed the ESI training DVDs?

1 ☐ Yes

2 ☐ No

14. Have you read the ESI handbook?

1 ☐ Yes

2 ☐ No

15. Please rate the ESI handbook according to the following categories.

	Excellent	Good	Moderate	Poor	Very poor	Don't know
a. Production Quality	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
b. Format	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
c. Organization	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
d. Readability	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
e. Appropriateness of the reading level	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
f. Appropriateness for ED triaging staff	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
g. Appearance	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
h. Comprehensiveness	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐

16. Please rate the ESI DVDs according to the following categories.

	Excellent	Good	Moderate	Poor	Very poor	Don't know
a. Production Quality	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
b. Format	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
c. Organization	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
d. Appearance	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
e. Sound	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
f. Ability to convey instructions	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
g. Believability of the situations	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
h. Appropriateness of the example situations	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
i. Helpfulness for training ESI staff	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
j. Ease of viewing on computer	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
k. Ease of viewing on DVD player	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
l. Comprehensiveness	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐

17. Please rate how effective the materials were in teaching you about the ESI.

	Very effective	Effective	Somewhat effective	Not very effective	Not at all effective	Don't know
a. ESI Handbook	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
b. ESI DVDs	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐

18. Please rate how helpful the training materials were in preparing you to implement the ESI in your ED.

	Very helpful	Helpful	Somewhat helpful	Not very helpful	Not at all helpful	Don't know
a. ESI Handbook	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
b. ESI DVDs	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐

19. Please rate the ease with which the ESI was implemented in your ED.

Very easy	Easy	Moderately easy	Not very easy	Not at all easy	Don't know
5	4	3	2	1	0
☐	☐	☐	☐	☐	☐

20. Approximately how long did it take to implement the ESI, from the time you began planning and training staff to the actual implementation of the system in your ED?

Please fill in the amount of time it took to implement the ESI and check the appropriate box. For example, if it took 3 years, please type 3 in the space provided and check the second box to indicate 'years.'

[ ]

1 ☐ Days
2 ☐ Months
3 ☐ Years
4 ☐ Don't know

21. Does your ED use the ESI training materials (the DVDs and/ or accompanying handbook) to train ED staff about the ESI?

1 ☐ Yes
2 ☐ No
3 ☐ Don't know

22. Are any other materials besides the DVDs and accompanying handbook used to train ED staff about the ESI?

1 ☐ Yes
2 ☐ No
3 ☐ Don't know

What other materials are used to train ED staff about ESI?

[ ]

23. How familiar are you with the Agency for Healthcare Research and Quality (AHRQ) and its mission?

Very familiar	Familiar	A little familiar	Not really familiar	Not at all familiar
5	4	3	2	1
☐	☐	☐	☐	☐

24. How familiar are you with AHRQ's activities in surge planning and emergency preparedness?

Very familiar	Familiar	A little familiar	Not really familiar	Not at all familiar
5	4	3	2	1
☐	☐	☐	☐	☐

25. This is AHRQ's first assessment of the ESI methodology and supporting materials. AHRQ wants the ESI and supporting materials to be as helpful as possible. Please take this opportunity to provide feedback on any aspect of the ESI methodology and/or the ESI Handbook and DVDs. Your comments will be considered in improving and updating the ESI and its supporting materials.

[ ]

**STOP.
Thank you for participating in this survey.**

1. **What type of triage system does your ED use every day?**

1 ☐ 2 levels – emergent, non-emergent
2 ☐ 3 levels – emergent, urgent, nonurgent
3 ☐ 4 levels – life threatening, emergent, urgent, nonurgent
4 ☐ 5 levels – Australasian Triage Scale (ATS) formerly National Triage Scale of Australia – resuscitation, emergent, urgent, semi-urgent, nonurgent
5 ☐ 5 levels – Manchester – immediate, very urgent, urgent, standard, nonurgent
6 ☐ 5 levels – Canadian Triage and Acuity Scale (CTAS) – resuscitation, emergent, urgent, less urgent, nonurgent
7 ☐ 5 levels – Other triage system/Don't know the name of the triage system
8 ☐ Other *(please specify)*

[ ]

9 ☐ No triage tool is used in my ED

2. **In this question, we would like to know about the barriers to implementing ESI in your ED. Using the scale below, please indicate the degree to which each of the listed items may be barriers to preventing the implementation of the ESI in your ED.**

Please rate ALL that apply and select N/A for those that do not apply.

	Does not Prevent		Somewhat Prevents		Strongly prevents	N/A
	5	4	3	2	1	0
a. Unfamiliar with the ESI	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
b. Costs associated with training ED staff	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
c. Fear of cultural change in the ED	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
d. Happy with current system	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
e. ESI offers no value added	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
f. ESI is too complicated	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
g. Not convinced ESI is a better method	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
h. Not convinced it is worth the effort to change to ESI	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
i. Afraid that there will not be widespread acceptance of ESI among ED staff	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
j. The hospital or ED is addressing other important priorities	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐
k. Other (please specify):	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	0 ☐

3. Did you receive the ESI training materials?

1 ☐ Yes

2 ☐ No

4. Please indicate whether you have reviewed the ESI training materials by selecting ONE of the following responses.

1 ☐ Reviewed only the ESI handbook

2 ☐ Reviewed only the ESI DVDs

3 ☐ Reviewed both the ESI handbook and DVDs

4 ☐ Did not review either the ESI handbook or ESI DVDs

5. Is the reason that you did not implement the ESI in your ED because you felt that the training materials (ESI Handbook and DVDs) did not adequately prepare you to implement the ESI?

1 ☐ Yes

2 ☐ No, the ESI was not implemented for other reasons

3 ☐ The ESI was never under consideration at my ED

4 ☐ Don't know

6. Is your organization considering using the ESI in the future?

1 ☐ Yes

2 ☐ No

7. Are you aware of the Agency for Healthcare Research and Quality (AHRQ) and its mission?

1 ☐ Yes

2 ☐ No

8. How familiar are you with AHRQ's activities in surge planning and emergency preparedness?

Very familiar	Familiar	A little familiar	Not really familiar	Not at all familiar	N/A
5	4	3	2	1	0
☐	☐	☐	☐	☐	☐

9. This is AHRQ's first assessment of the ESI methodology and supporting materials. AHRQ wants the ESI and supporting materials to be as helpful as possible. Please take this opportunity to provide feedback on any aspect of the ESI methodology and/or the ESI Handbook and ESI DVDs or on ED triaging, in general. Your comments will be considered in improving and updating the ESI and its supporting materials.

STOP.
Thank you for participating in this survey.

SECTION IV. ESI REQUESTERS FROM A NONHOSPITAL SETTING

1. **In general, what type of organization do you work for? (e.g., research, government agency, medical school, etc)**

2a. **Are you aware of the Emergency Severity Index (ESI) 5-level triage methodology?**

    1 ☐ Yes
    2 ☐ No → *[SKIP TO QUESTION 4]*

2b. **How did you first become aware of the ESI?**

    1 ☐ Agency for Healthcare Research and Quality (AHRQ) website
    2 ☐ AHRQ, other than the website
    3 ☐ Emergency medical conference
    4 ☐ Professional conference other than for emergency medicine
    5 ☐ Used in my ED
    6 ☐ Published literature
    7 ☐ Medical school coursework
    8 ☐ Word of mouth
    9 ☐ Other *(please specify)*:

3. **Why did you request the ESI training materials?**

4. **Please indicate whether you have reviewed the ESI training materials by selecting ONE of the following responses.**

    1 ☐ Reviewed only the ESI handbook
    2 ☐ Reviewed only the ESI DVDs
    3 ☐ Reviewed both the ESI handbook and DVDs
    4 ☐ Did not review either the ESI handbook or ESI DVDs

5. **Is your organization considering using the ESI in the future?**

    1 ☐ Yes
    2 ☐ No
    3 ☐ Don't know

6. **Are you aware of the Agency for Healthcare Research and Quality (AHRQ) and its mission?**

    1 ☐ Yes
    2 ☐ No

7. **How familiar are you with AHRQ's activities in surge planning and emergency preparedness?**

Very familiar	Familiar	A little familiar	Not really familiar	Not at all familiar	N/A
5	4	3	2	1	0
☐	☐	☐	☐	☐	☐

8. **This is AHRQ's first assessment of the ESI methodology and supporting materials. AHRQ wants the ESI and supporting materials to be as helpful as possible. Please take this opportunity to provide feedback on any aspect of the ESI methodology and/or the ESI Handbook and ESI DVDs or on ED triaging, in general. Your comments will be considered in improving and updating the ESI and its supporting materials.**

STOP.
Thank you for participating in this survey.