Development of Key Performance Indicators (KPIs) for Irish EDs

QUESTIONNAIRE
2nd Delphi round

Introduction

First of all, a sincere thank you for returning the Round 1 Delphi questionnaire for the Irish Emergency Department Key Performance Indicators (KPIs) project. The aim of the project is to develop a consensus among Emergency Medicine (EM) Specialists for KPIs relevant to Irish EDs.

In Round 1 of this project, you were asked to rate performance indicators of ED patient care that had been identified through a systematic literature review, and to suggest any relevant performance indicators you felt were important for Irish EDs. The responses to the Round 1 Delphi questionnaire have now been summarised and are available at http://www.emergencymedicine.ie/. These are to be found in the Members section of the site.

The aim of this 2nd Delphi round is to ask you to review the suggested performance indicators in the 1st round questionnaire which did not reach agreement (defined as ≤70% of responders rating an indicator as "agree" or "strongly agree" on the five-point Likert rating scale). You are being asked in this 2nd round questionnaire to review these items again based on the responses to the 1st round questionnaire (available at http://www.emergencymedicine.ie/).

The aim of the Round 2 Delphi questionnaire is also to ask you to rate the performance indicators suggested by responders to the Round 1 Delphi questionnaire.

Content

The framework of this Round 2 Delphi questionnaire is the following: indicators that reached consensus agreement [defined as >70% of responders rating an indicator as "agree" (4) or "strongly agree" (5) on the five-point Likert rating scale] at the end of Round 1 have not been reiterated in the Round 2 questionnaire. We are asking you to again use the five-point Likert rating scale to rate each each of the items in the Round 2 questionnaire. The scale ranges from "strongly disagree" (1) to "strongly agree" (5). We will use the same predetermined decision rule as in Round 1 [>70% of responders rating an indicator as "agree" (4) or "strongly agree" (5) on the five-point Likert rating scale] to define agreement. While this process may appear rather rigid and pedantic, it is important the Delphi process is robust and scientifically valid so as to ensure acceptance of its findings by a wider audience.

Responders who do not manage children in their practice, and/or who do not have an opinion on the suggested performance indicators relevant to Paediatric EM, can select the "neutral/no opinion" (3) on the five-point Likert rating scale.

All responders to this questionnaire will be anonymous to the investigators.

Thank you for your continued assistance and for taking the time to complete this Round 2 Delphi questionnaire!