

# Development of Key Performance Indicators (KPIs) for Irish EDs

3<sup>rd</sup> Delphi round  
QUESTIONNAIRE

## Introduction

First of all, our sincere thanks for returning the Round 2 Delphi questionnaire for the Irish Emergency Department Key Performance Indicators (KPIs) project. The aim of the project, as you know, is to develop a consensus among Emergency Medicine (EM) Specialists for performance indicators relevant to key areas of Irish Emergency Medicine practice.

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 for Irish EDs. The responses to the Round 1 Delphi questionnaire have now been summarised and are available at <http://www.iaem.ie/>. These are to be found in the Members section of the site.

In Round 2, you were asked to rate performance indicators of ED patient care that had been suggested by responders to the Round 1 questionnaire, and to suggest further performance indicators you felt were important for Irish EDs. The responses to the Round 2 Delphi questionnaire have now also been summarised and are available on the site.

The aim of this 3<sup>rd</sup> Delphi round is to ask you to again review the suggested performance indicators which DID NOT reach agreement (defined as  $\leq 70\%$  of responders rating an indicator as "agree" or "strongly agree" on the five-point Likert rating scale) in the 1<sup>st</sup> and 2<sup>nd</sup> Delphi round questionnaires. You are being asked in this 3<sup>rd</sup> round questionnaire to review these indicators in the context of having read the Round 1 and 2 results (available at <http://www.iaem.ie/>).

## Content

The framework of this questionnaire is as follows: indicators that reached consensus agreement [defined as  $>70\%$  of responders rating an indicator as "agree" or "strongly agree" on the five-point Likert rating scale] at the end of Rounds 1 and 2 have been excluded from Round 3. We are asking you to again use the five-point Likert rating scale to rate each of the indicators in Round 3. The scale ranges from "strongly disagree" to "strongly agree". We will use the same predetermined decision rule as in previous Delphi rounds [ $>70\%$  of responders rating an indicator as "agree" or "strongly agree" on the five-point Likert rating scale] to define agreement. While this process may appear rather rigid and pedantic, it is important that 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" 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 3 Delphi questionnaire. You'll be pleased to know it is significantly shorter than the previous round! We hope to present the results at the IAEM Annual Scientific Meeting in Waterford next month.**