

# So you want to be an ED director?

see also:

- [welcome to the OzEMedicine Wiki](#)

## the many roles and accountabilities of an ED director

- an ED Director requires many skills and attributes in addition to being a respected EP clinician
- an ability to be a dynamic respected leader is critical
- there is a duality of simultaneously advocating and representing the hospital and the executive team as well as doing so for ED staff and patients
- the ED Director should have a firm understanding of the ED IT patient management system and the underlying data so they can be efficient with targeted and appropriate data extraction
- an excellent foundation in MS Excel is required to ensure the data can be analysed and presented in an effective manner
- excellent people skills are required to ensure the many people conflicts can be addressed and preferably, prevented
- knowing what is appropriate to be delegated is important - those areas where the ED Director will be held particularly accountable for perhaps should not be delegated unless there is great confidence to do otherwise

## the ED director is THE main ED liaison with nearly everyone

- ED administrative assistant
- ED medical team
- ED nursing team
- ED clerical team
- ED allied team
- hospital executive, in particular, your line managers
- hospital legal team
- radiology dept
- pathology dept
- pharmacy
- infection control
- critical care services
- finance department
- payroll office
- information technology
- inpatient unit teams
- research department
- mental health service
- ambulance service
- police
- local hospitals
- local general practitioners

- department of health
- coroner's office
- ACEM
- state ED Directors' group
- state auditor general office

## accountabilities

- **ED medical staff management including:**
  - budget and EFT
  - recruiting
  - credentialing and contract management
  - rosters
  - time sheets
  - leave management including conference leave to ensure excess conference leave is not taken and the ED will not be left with inadequate staffing
  - sick leave management and replacement
  - detailed understanding of staff awards and EBAs
  - performance appraisals including ensuring mandatory competencies and excess leave are maintained
  - conflict resolution
  - staff roles
  - occupational safety
  - general liaison and communication to disseminate information to staff
  - workforce planning
- **ED systems optimisation including patient flow, safety and quality of care**
  - review of models of care
  - future state planning
  - align rosters with patient demand
  - review and optimisation of KPI performance
  - monitor and address adverse events (Riskman notifications, M&M meeting outcomes, quality committees, etc)
  - develop business cases for patient care improvements including significant new equipment or models of care
  - medicolegal case oversight
  - critical incident management
  - data audits
  - extract and analyse data to create charts and reports and inform advice on models of care optimisation
- **represent ED on hospital and government committees or workshops**
  - health service workshops
  - patient flow committee
  - quality committee
  - Heads Of Unit meetings
  - IT systems user groups
  - occupational violence committee
  - mental health, ambulance, police liaison committees
  - data audit committees
- **sign off on documents**
  - time sheets

- staff contract requisition forms
- staff leave forms and conference requests
- new or updated hospital policies and procedures
- research requests which involve the ED
- business cases
- ED patient post-discharge data corrections

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