

ABEM KSAs & Standards:

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**CS0 - COMMUNICATION & INTERPERSONAL SKILLS**

1. Identify and implement means by which to improve communication in ED‐based and institutional healthcare teams.
2. Use communication methods that minimize the potential for stress, conflict, and miscommunication.
3. **Demonstrate interpersonal and communication skills that result in the effective exchange of information and collaboration with patients, families, and all other stakeholders.**
4. Elicit patients’ reasons for seeking healthcare and expectations from the visit, and listen effectively to patients, families, and all members of the healthcare team.

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| **KSA Code** | **KSA Description** | **Level** |
| CS1 | Identify and implement means by which to improve communication in ED‐based and institutional healthcare teams | A |
| CS7 | Consider the expectations of those who provide or receive care in the ED and use communication methods that minimize the potential for stress, conflict, and miscommunication | A |
| CS8 | Recognize and resolve interpersonal conflict in the emergency department including conflicts with patients and family | B |
| CS16 | Negotiate effectively with staff, consultants, patients, families, and others to provide optimal patient care | B |
| CS2 | Establish rapport with and demonstrate empathy toward patients and their families | C |
| CS5 | Communicate information to patients and families using verbal, nonverbal, written, and technological skills, and confirm understanding | C |
| CS9 | Use feedback provided from others to improve communication skills | C |
| CS10 | Communicate pertinent information to healthcare colleagues in effective and safe transitions of care | C |
| CS11 | Use flexible communication strategies and adjust them based on the clinical situation to resolve specific ED challenges, e.g., drug-seeking behavior, altered mental status, delivering bad news, etc.  | C |
| CS12 | Demonstrate interpersonal and communication skills that result in the effective exchange of information and collaboration with patients, families, and all other stakeholders. | C |
| CS13 | Adjust interactions with staff according to factors such as culture, gender, age, language, disability, discipline, staff standing, and professional training to avoid bias and discrimination | C |
| CS14 | Communicate risks, benefits, and alternatives to therapeutic interventions to patients and/or appropriate surrogates, and obtain consent when indicated | C |
| CS15 | Solicit patient participation in medical decision‐making by discussing charges, risks, potential benefits of, and alternatives to care provided | C |
| CS3 | Elicit patients’ reasons for seeking health care and their expectations from the ED visit | D |
| CS4 | Listen effectively to patients, families, and all members of the healthcare team | D |
| CS6 | Elicit information from patients, families, and other healthcare members using verbal, nonverbal, written, and technological skills | D |

**CO0 - CONSULTATION**

1. **Evaluate and incorporate consultants’ recommendations into the treatment plan, as appropriate.**
2. Formulate a plan for consultation and communicate effectively to establish a plan and timeline for consultation.
3. Identify appropriate cases where expert consultation is indicated.

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| **KSA Code** | **KSA Description** | **Level** |
| CO2 | Evaluate and incorporate consultant recommendations into the treatment plan, as appropriate | A |
| CO3 | When working with an outside consultant, formulate and communicate a plan and timeline for consultation | B |
| CO1 | Arrange necessary consultation with physicians and other professionals when needed | C |
| CO4 | Ensure timely evaluation and treatment from consultants | C |
| CO99 | Other |  |

**DX0 – DIAGNOSIS**

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| **KSA Code** | **KSA Description** | **Level** |
| DX7 | Identify obscure, occult, or rare patient conditions | A |
| DX5 | Based on all of the available data, narrow and prioritize the list of weighted differential diagnoses to determine appropriate management | B |
| DX1 | Synthesize chief complaint, history, physical examination, and available medical information to develop a differential diagnosis | C |
| DX2 | Construct a list of potential diagnoses, based on the greatest likelihood of occurrence | C |
| DX4 | Revise a differential diagnosis in response to changes in a patient’s condition over time | C |
| DX6 | Correctly identify acuity of emergency conditions | C |
| DX3 | Construct a list of the diagnoses with the greatest potential for morbidity or mortality | D |
| DX8 | Construct a list of potential diagnoses based on the chief complaint | D |
| DX99 | Other |  |

1. Identify obscure, occult, or rare patient conditions.
2. **Based on all of the available data, narrow and prioritize the list of weighted differential diagnoses to determine appropriate management.**
3. Synthesize the chief complaint, history, physical examination, and available medical information to develop a list of weighted differential diagnoses including those with the greatest potential for morbidity or mortality.
4. Construct a list of potential diagnoses based on the chief complaint.

**DS0 – DIAGNOSTIC STUDIES**

1. **Use diagnostic testing based on the pre‐test probability of disease and the likelihood of test results altering management.**
2. Interpret results of a diagnostic study based on pre-test probability, recognizing limitations and risks, seeking interpretive assistance when appropriate.
3. Order and prioritize appropriate diagnostic studies using decision rules as appropriate. Perform appropriate bedside diagnostic studies and procedures.
4. Determine necessity and urgency of diagnostic studies.

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| **KSA Code** | **KSA Description** | **Level** |
| DS3 | Use diagnostic testing based on the pre‐test probability of disease and the likelihood of test results altering management | A |
| DS4 | Review risks, benefits, contraindications, cost-effectiveness, and alternatives to a diagnostic study or procedure | B |
| DS7 | Interpret results of a diagnostic study, recognizing limitations, seeking interpretive assistance when appropriate | B |
| DS1 | Prioritize essential testing | C |
| DS5 | Order appropriate diagnostic studies using decision rules as appropriate | C |
| DS6 | Perform appropriate bedside diagnostic studies and procedures | C |
| DS2 | Determine necessity and urgency of diagnostic studies | D |
| DS99 | Other |  |

**DM0 – DISASTER MANAGEMENT**

1. Develop and evaluate an ED plan for various disasters and crisis management.
2. **Manage the ED in response to a disaster.**
3. Participate in ED response to a disaster.

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| **KSA Code** | **KSA Description** | **Level** |
| DM6 | Develop and evaluate an emergency response plan for the ED in the setting of disasters | A |
| DM8 | Develop and evaluate a continuity plan to manage a critical reduction in staffing of an ED due to an emergency situation | A |
| DM10 | Develop and evaluate contingency strategies for crisis management, e.g., stress debriefing | A |
| DM3 | Using established protocols, manage an ED multi‐casualty incident, surge, and/or hospital evacuation | B |
| DM5 | Prepare and decontaminate victims of HAZMAT incidents | B |
| DM7 | Activate appropriate resources from local and federal agencies to respond to an ongoing disaster | B |
| DM1 | Identify Hospital Emergency Incident Command System (HEICS) roles and responsibilities | C |
| DM11 | Participate in a mass casualty drill or event in an ED involving multiple patients, prioritizing care, containing potential exposures, and appropriately assigning resources | C |
| DM99 | Other |  |

**DO0 – DOCUMENTATION**

1. **Demonstrate clear, concise, and timely documentation that describes medical decision‐making, ED course, and supports the development of the clinical impression, management plan, and level of care.**
2. Demonstrate clear, concise, and timely documentation of history, physical exam, clinical impression, disposition, and ED course.
3. Document the history, physical exam, clinical impression, and disposition appropriately.

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| **KSA Code** | **KSA Description** | **Level** |
| DO5 | Demonstrate clear and concise documentation that describes medical decision‐making, ED course, and supports the development of the clinical impression and management plan | A |
| DO6 | Demonstrate clear and concise documentation that supports the level of care provided | A |
| DO1 | Demonstrate clear, concise, and timely documentation of history, physical exam, clinical impression, disposition, and ED course | B |
| DO2 | Document history, physical exam, clinical impression, and disposition in the medical record | C |
| DO7 | Use an electronic medical record (EMR) system to enter and access information | C |
| DO99 | Other |  |

**ES0 – EMERGENCY STABILIZATION**

1. Develop policies and protocols for the management and/or transfer of critically ill or injured patients.
2. **Prioritize critical initial stabilization actions in the resuscitation of a critically ill or injured patient and reassess after stabilizing intervention.**
3. Develop a diagnostic impression and plan based on relevant data.
4. Perform a primary assessment on a critically ill or injured patient.

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| **KSA Code** | **KSA Description** | **Level** |
| ES10 | Develop policies and protocols for the management and/or transfer of critically ill or injured patients | A |
| ES6 | Recognize in a timely fashion when further clinical intervention is futile | B |
| ES9 | Integrate hospital support services into a management strategy for a problematic stabilization situation | B |
| ES11 | Optimize resuscitation and stabilization for patients requiring transfer to a higher level of care | B |
| ES12 | Elicit goals of care prior to initiating emergency stabilization | B |
| ES2 | Prioritize vital critical initial stabilization actions in the resuscitation of a critically ill or injured patient, including transfer options | C |
| ES7 | Evaluate the validity of a DNR order | C |
| ES13 | Identify need for transfer of patients to higher level of care | C |
| ES1 | Perform a primary assessment on a critically ill or injured patient | D |
| ES99 | Other |  |

**FI0 – FINANCIAL ISSUES**

1. Develop, implement, and monitor financial benchmarks; billing, coding, and reimbursement strategies; and physician compensation and benefit plans to assure smooth financial operations and optimize the financial well‐being of the department.
2. **Participate in periodic review of financial and practice metrics and use these to modify personal practices and resource utilization.**
3. Use appropriate resources based on institutional policy and evidence‐based guidelines to provide cost‐effective care.

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| **KSA Code** | **KSA Description** | **Level** |
| FI3 | Participate in continuous monitoring, and evaluation of financial benchmarks, including departmental budgets, financial statements, and provider payroll | A |
| FI6 | Develop, implement, revise, or review equitable physician compensation and benefit plans | A |
| FI4 | Identify the reimbursement implications of medical record documentation | B |
| FI7 | Participate in periodic review of financial and practice metrics and use these to modify personal practices and resource utilization | B |
| FI1 | Use cost effective patient management strategies and adhere to institutional policy and evidence‐based guidelines for resource utilization | C |
| FI99 | Other |  |

**HP0 – HISTORY & PHYSICAL EXAM**

1. **Identify relevant historical and physical findings to guide diagnosis and management of a patient’s presenting complaint in the context of their baseline condition.**
2. Synthesize and prioritize essential data necessary for the correct management of patients.
3. Perform a focused history and physical exam.

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| **KSA Code** | **KSA Description** | **Level** |
| HP6 | Identify relevant historical and physical findings to guide diagnosis and management of a patient’s presenting complaint in the context of their baseline condition | A |
| HP7 | Abstract and compare current findings in the context of a patient’s past medical history and prior physical findings, when available | A |
| HP2 | Prioritize essential components of a history and physical examination given limited (e.g., altered mental status) or dynamic (e.g., acute coronary syndrome) situations | B |
| HP4 | Synthesize essential data necessary for the correct management of patients | B |
| HP1 | Perform a focused history and physical exam | C |
| HP99 | Other |  |

**KT0 – KNOWLEDGE TRANSLATION**

1. Perform original research to answer a clinical question.
2. Identify need for departmental improvements and develop evidence‐based processes to improve ED patient care.
3. **Identify personal knowledge gaps and apply evidence to decision‐making.**
4. Access resources to answer a clinical question in the care of an individual patient.

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| **KSA Code** | **KSA Description** | **Level** |
| KT1 | Perform original research to answer a clinical question | A |
| KT7 | Identify need for departmental improvements and develop evidence‐based processes to improve ED patient care | B |
| KT2 | Apply the evidence to decision‐making for individual patients | C |
| KT6 | Identify personal knowledge gaps | C |
| KT4 | Acquire the best evidence | D |
| KT5 | Ask answerable questions for emerging information needs | D |
| KT99 | Other |  |

**LI0 – LEGAL ISSUES**

1. Develop and implement department or hospital policy for legal issues.
2. **Apply key regulations governing the practice of EM.**
3. Comply with regulatory policies regarding the care of an individual patient.

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| **KSA Code** | **KSA Description** | **Level** |
| LI3 | Develop and implement department or hospital policy for legal issues | A |
| LI4 | Follow appropriate hospital and EMTALA guidelines when transferring or accepting patients, including completion of all necessary communication and documentation | B |
| LI5 | Maintain confidentiality of patient information, e.g., HIPAA | B |
| LI1 | Adhere to all legal and ethical obligations when managing a victim of abuse or neglect, including child, spousal, or elder, whether sexual, physical, or both | C |
| LI6 | When addressing consent and refusal of care/AMA, assess patient decision‐making capacity and provide and document complete information about relevant risks, benefits, alternatives, and follow‐up | C |
| LI99 | Other |  |

**MF0 – MODIFYING FACTORS**

1. **Adjust evaluation and treatment of patients according to factors such as culture, gender, age, language, disability, and social status.**

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| **KSA Code** | **KSA Description** | **Level** |
| MF1 | Adjust treatment of patients according to factors such as culture, gender, age, language, disability, and social status | A |
| MF99 | Other |  |

**MP0 – MULTIPLE PATIENT CARE**

1. Mobilize and manage necessary personnel and other hospital resources to meet patient care needs when normal ED operational capacity is exceeded.
2. **Simultaneously manage residents, mid‐level providers, nursing staff, students, and other ED staff as necessary to run an efficient ED.**
3. Triage, manage, and develop disposition for multiple patients.

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| **KSA Code** | **KSA Description** | **Level** |
| MP5 | Mobilize necessary personnel and other hospital resources to meet ED needs, including consultants, back‐up attending physicians and residents, and mid‐level providers | A |
| MP4 | Simultaneously manage residents, mid‐level providers, nursing staff, students, and other ED staff as necessary to run an efficient ED | B |
| MP1 | Triage, manage, and disposition multiple patients simultaneously | C |
| MP99 | Other |  |

**OB – OBSERVATION**

1. Develop protocols for patients undergoing ED observation to ensure quality of care, and monitor clinical outcomes, admission rates, and other resource utilization.
2. **Re‐evaluate patients undergoing ED observation and, using appropriate data and resources, determine differential diagnosis, treatment plan, and disposition.**
3. Treat and reassess appropriate patients undergoing ED observation.
4. Identify which patients are appropriate for ED observation.

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| **KSA Code** | **KSA Description** | **Level** |
| OB5 | Identify and comply with federal and other regulatory requirements, including billing, which must be met for a patient who is under ED observation | A |
| OB6 | Develop protocols for patients undergoing ED observation to ensure quality of care, and monitor clinical outcomes, admission rates, and other resource utilization | A |
| OB3 | Evaluate effectiveness of therapies and treatments provided during ED observation | B |
| OB4 | Consider additional diagnoses and therapies for a patient who is under ED observation and change treatment plan accordingly | B |
| OB2 | Monitor a patient’s clinical status at timely intervals during observation in the ED  | C |
| OB1 | Identify which patients are appropriate for observation in the ED  | D |
| OB99 | Other |  |

**OP0 – OPERATIONS**

1. Develop inter‐departmental and departmental solutions to process/operational problems.
2. **Participate in solving departmental process/operational problems.**
3. Employ processes that improve patient care satisfaction and flow.

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| **KSA Code** | **KSA Description** | **Level** |
| OP1 | Develop inter‐departmental and departmental solutions to process/operational problems | A |
| OP3 | Perform departmental leadership responsibilities such as flow metrics, staffing, sentinel event identification, and ED design | A |
| OP4 | Participate in solving departmental process/operational problems | B |
| OP2 | Employ processes, personnel, and technologies that optimize safe, timely, efficient, effective, equitable, and patient‐centered care | C |
| OP9 | Use strategies to enhance patient satisfaction | C |
| OP99 | Other |  |

**PI0 – PERFORMANCE IMPROVEMENT**

1. Develop and evaluate measures of professional performance and process improvement and implement them to improve departmental practice.
2. **Participate in performance improvement to optimize ED function.**
3. Participate in a performance improvement evaluation for self‐improvement.
4. Adhere to department standards.

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| **KSA Code** | **KSA Description** | **Level** |
| PI8 | Use analytical tools to assess healthcare quality and safety and reassess quality improvement programs for effectiveness | A |
| PI9 | Develop and evaluate measures of professional performance and process improvement and implement them to improve departmental practice | A |
| PI7 | Participate in departmental initiatives to optimize practice based on case reviews | B |
| PI10 | Use core measures data to articulate a plan for process improvement | B |
| PI11 | Participate in a process improvement plan to optimize ED practice | B |
| PI13 | Measure physician performance using standard methods, including complaint responses | B |
| PI1 | Participate in ongoing and focused professional practice evaluation and monitoring, such as lifelong learning, patient outcomes, and patient satisfaction | C |
| PI14 | Participate in evaluation processes and use tools that assess communication and interpersonal skills, such as patient satisfaction surveys, staff surveys, etc. | C |
| PI15 | Collect data to evaluate clinical care delivery, modify practice as needed, and evaluate the effectiveness of that modification | C |
| PI3 | Compare clinical care delivery data to local or national standards of practice | D |
| PI6 | Disclose errors via institutionally supported mechanisms | D |
| PI12 | Adhere to standards for maintenance of a safe working environment | D |
| PI99 | Other |  |

**PT0 – PHARMACOTHERAPY**

1. **Select the appropriate agent based on intended effect, possible adverse effects, patient preferences, financial considerations, institutional policies, and clinical guidelines, including patient’s age, weight, and other modifying factors.**
2. Select and prescribe appropriate pharmaceutical agents based on intended eﬀect, patient allergies, and potential drug‐food and drug‐drug interactions.
3. Select and prescribe appropriate pharmaceutical agents based on intended eﬀect and patient allergies.

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| **KSA Code** | **KSA Description** | **Level** |
| PT1 | Select, prescribe, and be aware of adverse effects of appropriate pharmaceutical agents based upon relevant considerations such as intended effect, financial considerations, possible adverse effects, patient preferences, institutional policies, and clinical guidelines; and monitor and intervene in the advent of adverse effects in the ED. | A |
| PT5 | Recognize and treat adverse effects of pharmacotherapy | A |
| PT2 | Identify relative and absolute contraindications to specific pharmacotherapy | B |
| PT3 | Identify the anticipated response of clinical conditions to specific therapies with consideration for alternative therapies if the desired response is not achieved | B |
| PT4 | Conduct focused medication review and recognize and discontinue agents that may be causing an adverse effect | C |
| PT6 | Select and prescribe appropriate pharmaceutical agents based on intended eﬀect and patient allergies | C |
| PT99 | Other |  |

**PH0 – PREHOSPITAL CARE**

1. Create standard operating procedure documents and prehospital medical protocols for EMS.
2. **Provide medical direction that requires EM physician level of experience that allows deviation from standard protocols to different levels of prehospital providers.**
3. Follow prehospital medical protocols for EMS.

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| **KSA Code** | **KSA Description** | **Level** |
| PH1 | Create standard operating procedure documents and prehospital medical protocols for EMS | A |
| PH3 | Provide medical direction that requires EM physician level of experience beyond standard prehospital medical protocols for prehospital providers, when appropriate | B |
| PH4 | Provide appropriate medical direction to different levels of prehospital providers | B |
| PH5 | Remotely manage care on a continuous or intermittent basis for EMS patients who have prolonged transport times to the hospital | B |
| PH2 | Follow standard operating procedure documents and prehospital medical protocols for EMS | C |
| PH99 | Other |  |

**PE0 – PREVENTION & EDUCATION**

1. Lead or participate in programs that educate patients and the community about injury and illness prevention.
2. **Educate patients and families regarding presentation-specific risk prevention, healthy lifestyle, and the importance of the continuum of care.**
3. Recognize risk factors and give appropriate education for a specific diagnosis.

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| **KSA Code** | **KSA Description** | **Level** |
| PE5 | Lead or participate in programs that educate patients and the community about injury and illness prevention | A |
| PE2 | Identify preventive measures to delay illness or prevent trauma | B |
| PE3 | Educate patients regarding preventive measures to improve lifestyle, delay illness, or prevent trauma, and to optimize patient outcomes | B |
| PE1 | Recognize risk factors for a specific medical or surgical diagnosis and provide appropriate education | C |
| PE99 | Other |  |

**PR0 – PROCEDURES**

1. **Perform the indicated procedure on all appropriate patients (including those who are uncooperative, at the extremes of age, hemodynamically unstable and those who have multiple comorbidities, poorly defined anatomy, high risk for pain or procedural complications, sedation requirement), and take steps to avoid potential complications, and recognize the outcome and/or complications resulting from the procedure.**
2. Perform the indicated procedure on a patient who has a moderate risk for complications, moderate need for pain control or anxiolysis, or moderate urgency, and recognize the outcome and/or complications resulting from the procedure.
3. Perform the indicated procedure safely and eﬀectively in ideal circumstances, including a cooperative patient with no comorbidities, normal anatomy, hemodynamically stable, low risk for pain or procedural complications, no sedation required, and low urgency, and recognize the outcome and/or complications resulting from the procedure.

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| **KSA Code** | **KSA Description** | **Level** |
| PR1 | Perform the indicated procedure in any circumstance, take steps to avoid potential complications, and recognize the outcome and/or complications resulting from the procedure | A |
| PR2 | Perform the indicated procedure on an uncooperative patient, patient at the extremes of age (pediatric, geriatric), multiple co‐morbidities, poorly defined anatomy, hemodynamically unstable, high risk for pain or procedural complications, sedation required, or emergent indication to perform procedure, and recognize the outcome and/or complications resulting from the procedure | A |
| PR3 | Perform the indicated procedure on a patient who has identifiable landmarks, moderate risk for complications, moderate pain control or anxiolysis required, or moderate urgency, and recognize the outcome and/or complications resulting from the procedure | B |
| PR4 | Identify the pertinent anatomy and physiology for a specific procedure | C |
| PR5 | Perform the appropriate procedures on the appropriate patient following institutional policies and guidelines | C |
| PR6 | Use universal protocol prior to performing a procedure, e.g., timeout, site marking, patient identification, informed consent | C |
| PR7 | Recognize the indications, contraindications, alternatives, and potential complications for a procedure | C |
| PR8 | Ensure availability of the personnel, equipment, and/or medications necessary to perform a procedure | C |
| PR9 | Obtain informed consent from the patient or surrogate when appropriate | C |
| PR10 | Perform the indicated procedure competently | C |
| PR11 | Identify and address any complications resulting from a procedure (29.8) | C |
| PR13 | Determine a backup strategy if initial attempts to perform a procedure are unsuccessful (29.10) | C |
| PR99 | Other |  |

**PF0 – PROFESSIONAL ISSUES**

1. Develop and implement department or hospital policy for professional resolution.
2. **Treat patients, families, staff, and consultants with respect, honesty, and dignity, demonstrate sensitivity to patients’ needs, and acknowledge and discuss medical errors with patients and colleagues.**
3. Demonstrate professional behavior and adhere to ethical principles relevant to the practice of medicine.

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| **KSA Code** | **KSA Description** | **Level** |
| PF1 | Recognize a hostile work environment, including sexual harassment, and implement department or hospital policy for resolution | A |
| PF21 | Design and implement a plan to manage fatigue, impairment, and wellness issues for the ED staff | A |
| PF7 | Recognize and formulate an appropriate plan to address impairment in a colleague in a professional and confidential manner | B |
| PF11 | Acknowledge and discuss medical errors with patients and colleagues according to principles of responsibility and accountability | B |
| PF20 | Assist others in the ED in managing fatigue, impairment, and wellness issues | B |
| PF25 | Assist others in the ED in managing work dysphoria (burn‐out) issues | B |
| PF30 | Recognize how personal beliefs and values impact medical care | B |
| PF5 | Demonstrate professional appearance and demeanor when dealing with patients, consultants, and peers | C |
| PF6 | Recognize and report impairment in a colleague in a professional and confidential manner | C |
| PF9 | Treat patient, family, staff, and consultants with respect, honesty, and dignity | C |
| PF12 | Recognize a medical error that constitutes a sentinel event and ensure notification of the hospital quality improvement team | C |
| PF17 | Recognize and disclose conflicts of interest | C |
| PF23 | Ensure wellness and work/life balance in EM practice | C |
| PF29 | Adhere to ethical principles relevant to the practice of medicine | C |
| PF99 | Other |  |

**RA0 – REASSESSMENT**

1. **Reassess patients at timely intervals to assist in making a diagnosis and identify need for additional studies or treatments and/or making a disposition.**
2. Identify appropriate intervals for reassessment of a patient based on their presentation and acuity.
3. Reassess patients after pharmacologic or therapeutic interventions.

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| **KSA Code** | **KSA Description** | **Level** |
| RA1 | Reassess patients at timely intervals to assist in making a diagnosis and identify need for additional studies or treatments, and/or making a disposition | A |
| RA2 | Identify appropriate intervals for reassessment of patients based on their presentation and acuity | B |
| RA3 | Identify patients appropriate for reassessment in the ED based on their presentation and acuity | B |
| RA4 | Reassess patients after pharmacologic or therapeutic interventions | C |

**SM0 – SYSTEMS-BASED MANAGEMENT**

1. Develop and implement strategies to assess and improve healthcare delivery within the hospital system and community.
2. Develop and implement strategies to assess and improve departmental healthcare delivery and flow.
3. **Participate in strategies to improve departmental healthcare delivery and flow.**
4. Deliver safe, timely, effective, efficient, equitable, patient‐centered care**.**

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| **KSA Code** | **KSA Description** | **Level** |
| SM6 | Coordinate ED care among hospitals to prevent overcrowding | A |
| SM7 | Lead or participate in programs that educate patients and the community about injury and illness prevention | A |
| SM10 | Advocate for EM and patients in the hospital and the community | A |
| SM11 | Address the differing customer needs of patients, hospital, medical staff, EMS, and the community | A |
| SM1 | Develop and implement strategies to assess and improve departmental healthcare delivery and flow | B |
| SM3 | Recommend strategies by which patients’ access to care can be improved | C |
| SM5 | Use mechanisms to institute ED and/or hospital diversion to ensure safe patient care | C |
| SM2 | Assist patients in navigating the healthcare system | D |
| SM4 | Ensure optimal patient support, both immediately and in follow‐up, by interacting with community support resources | D |
| SM8 | Mobilize institutional resources to assist patients with challenging social and ethical situations | D |
| SM9 | Adhere to public health reporting requirements | D |
| SM12 | Use alternative data management systems when electronic medical record systems are malfunctioning. | D |
| SM99 | Other |  |

**TC0 – Transitions of Care**

1. **Establish and implement a disposition plan for patients being admitted, discharged, observed, or transferred that uses appropriate consultation, patient education, treatment plan, medications, and follow-up.**
2. Implement a treatment plan that includes discharge instructions, prescriptions, and follow‐up instructions as appropriate.
3. Formulate a disposition plan.

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| **KSA Code** | **KSA Description** | **Level** |
| TC1 | Summarize and verify comprehension of diagnosis, disposition plan, medications, and follow‐up to patient or surrogate | A |
| TC2 | Correctly assign admitted patients to an appropriate level of care | A |
| TC3 | Ensure patient has resources and tools to comply with discharge plan | A |
| TC4 | Communicate anticipated course, prognosis, and signs and symptoms for which to seek further care | A |
| TC5 | Transfer patients to the appropriate facility, including documentation, patient education, consent, transportation, and transition of care | A |
| TC6 | Ensure safe transitions of care for ED patients  | A |
| TC7 | Forecast the likely outcome of a medical disease or traumatic condition | A |
| TC8 | Use appropriate tools for transitions of care, discharge instructions, prescriptions, follow-up instructions, and any pending diagnostic studies | B |
| TC9 | Formulate a specific follow‐up plan | C |
| TC99 | Other |  |

**TM0 – TEAM MANAGEMENT**

1. Lead inter‐ and intra‐departmental groups in the patient care setting and in collaborative meetings outside of the patient care setting.
2. Lead and evaluate departmental patient care teams and develop strategies to overcome team limitations.
3. **Lead patient‐centered care teams and ensure effective communication and mutual respect among members of the team.**
4. Participate as a member of a patient care team.

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| **KSA Code** | **KSA Description** | **Level** |
| TM8 | Participate in and lead interdepartmental groups in the patient care setting and in collaborative meetings outside of the patient care setting | A |
| TM1 | Organize patient care teams | B |
| TM2 | Evaluate and provide feedback on team performance | B |
| TM3 | Recognize team limitations and develop strategies to overcome them | C |
| TM4 | Recommend changes in team performance as necessary for optimal efficiency | C |
| TM6 | Ensure clear communication among team members | C |
| TM7 | Ensure respect between all team members | C |
| TM10 | Appropriately supervise care provided by advanced practice practitioners | C |
| TM9 | Participate as a member of a patient care team | D |
| TM99 | Other |  |

**TI0 – THERAPEUTIC INTERVENTIONS**

1. Develop protocols to avoid potential complications of interventions.
2. **Employ strategies to ensure success and avoid complications of interventions.**
3. Develop a strategy and perform therapeutic interventions using appropriate adjuncts.
4. Recognize when a therapeutic intervention is indicated as part of a patient management plan.

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| **KSA Code** | **KSA Description** | **Level** |
| TI6 | Develop protocols to avoid potential complications of interventions | A |
| TI7 | Employ strategies to ensure success and avoid complications of interventions | B |
| TI2 | Develop a strategy for performing therapeutic interventions | C |
| TI4 | Use adjuncts to therapeutic interventions appropriately | C |
| TI1 | Recognize when a therapeutic intervention is indicated as part of a patient management plan | D |
| TI5 | Perform therapeutic interventions, such as rewarming, noninvasive airway management, transfusion, and hemostasis | D |
| TI99 | Other |  |