

What sort of guidelines does the EM  
sector need?

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In the next ten minutes.....

- How can guidelines help deliver consistent reliable care?
- How can guidelines promote best process as well as best treatment?
- How can our lives be made easier by guidelines?
- Do electronic systems lead to more consistent reliable care?

## NO shortage

- 677 EM Guidelines on NHS Evidence
- But what is the quality?
- Too much dogmatic consensus?
- How should we quality control?

## Production not Implementation

- Very few producers of guidelines see implementation as their role
- Is this why implementation is so poor?
- To be adopted they should be:
  - Usable
  - Accessible
  - Clear

## Usable

- What is the benefit of using the guidance?
- How does it make your life easier?
  - Makes negotiating easier
  - Makes handover easier
  - Incorporated in records

## Linked to evidence

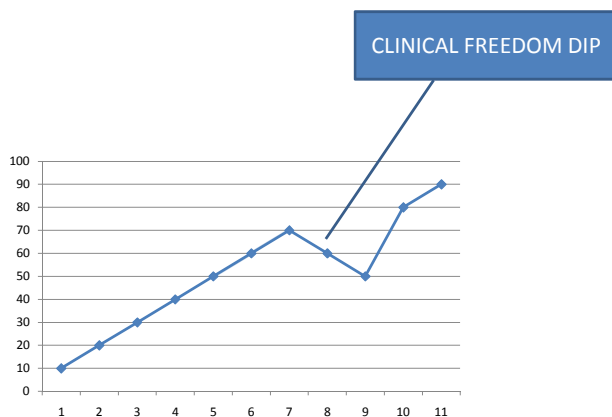
- Adoption is better if people understand why
- Links to evidence
  - Understand the rationale
  - Understand the true exceptions

## Promoting standardisation

- Safety is improved by standardisation
- Balance of standardisation and flexibility
- Monitoring reliability
  - Care bundle approach

## Flexible

- Understanding when not to follow the guideline.



## Process + Treatment

- Can guidelines promote good processes as well as good treatment?
- The only way to achieve consistent reliable delivery
- Electronic systems are one approach
  - Forcing functions
  - Humans don't like being forced

## Feedback

- A basic concept of systems design
- Audit
  - But how do you address non compliance
  - Personal vs. systems approaches
- How do you give feedback on guidelines to the developers

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