

WHO Tools for strengthening emergency care systems

<https://www.who.int/emergencycare/> | emergencycare@who.int

WHO has created a suite of tools and resources that can be useful in supporting the development of effective emergency care systems. These include resources for use at the system level and in service delivery settings.

Systematic Assessments

- **Emergency Care Systems Assessment (ECSA)** is a Ministry driven process executed at the national level in which key stakeholders in emergency care are brought together to undertake a structured appraisal of the essential system components needed to deliver care for emergency conditions, including injury. Each element of the emergency care system (as visualized in the WHO Emergency Care System Framework) is assessed: https://www.who.int/emergencycare/emergencycare_infographic/en/. The ECSA is available in English, French, Spanish and Arabic.
- **Hospital Emergency Unit Assessment Tool (HEAT)** is a tool designed to evaluate the structure and key functions of an emergency unit (or any dedicated intake area for acutely ill and injured patients).

Clinical Care Training

- **WHO-ICRC Basic Emergency Care course** is an open-access training course for frontline healthcare providers who manage acute illness and injury with limited resources has been developed with ICRC and International Federation for Emergency Medicine (IFEM) as a PDF and as PowerPoint slides: <https://www.who.int/emergencycare/publications/Basic-Emergency-Care/en/>. French, Spanish, Arabic and Russian translations will soon be available. A complementary Facilitator's Guide will be published soon as well.
- **WHO Emergency Unit Management (EUM) Course** teaches a systematic approach to management to improve quality of care in emergency units for senior clinical providers including nurses, clinical officers and specialists. The course builds important management skills in leadership, patient safety, emergency unit design, patient flow, quality improvement and common legal and ethical issues encountered in emergency units.

Clinical Process Tools

A range of clinical process guidance tools can be implemented at facilities to ensure that no life-threatening conditions are missed and that timely, life-saving interventions are performed. Some existing tools include:

- **Trauma Care Checklist** –available online at the website here: <https://www.who.int/emergencycare/trauma-care-checklist-launch/en/>. A **Medical Emergency Checklist** is also available.
- **Integrated Interagency Triage Tool (and manual)** – developed with ICRC and MSF, this tool and an accompanying manual will be published soon.

- **Standardized Clinical Forms** for trauma and medical emergency cases are available. Available online at the website here: <https://www.who.int/publications-detail/who-standardized-clinical-form>
- **Resuscitation Area Designation** – provides guidance on how to designate a separate area for critical patients and which material and human resources must be immediately available for high-quality, effective care. Available online at the website here: <https://www.who.int/publications-detail/resuscitation-area-designation-tool>
- **WHO Prehospital Standards and Protocols** – provide standards for system governance and protocols for key processes and clinical management
- **Essential Resources for Emergency Care (EREC) manual** – includes guidance on essential services, medications, supplies at each level of the health system, including an emergency care services package

Tools for strengthening data and quality improvement

- **Standardized Clinical Forms** for trauma and medical emergency cases are available (see above)
- **Minimum Dataset for injury (DSI) and Minimum Dataset for emergency care (DSEC)** provide a standard set of variables that are defined in a consistent way and ensure that all important data elements are captured. This allows aggregation and comparison across groups of hospitals, regions, or entire countries.
- **International Registry for Trauma and Emergency Care (IRTEC)** is a web-based platform for aggregation and analysis of case-based data from emergency care visits. Countries can launch the registry at sentinel facilities to identify gaps in care and target quality improvement initiatives. <https://www.who.int/emergencycare/irtec/en/>. The Registry data points are also embedded within the WHO Standardized Clinical forms listed above.
- **Guidelines for trauma quality improvement programmes (2009)** – reviews the most common methods of quality improvement in trauma care, covers a wide range of QI techniques and is intended to be universally applicable to all countries. <https://www.who.int/publications-detail/guidelines-for-trauma-quality-improvement-programmes>

Below are documents from the 72nd World Health Assembly, when a resolution was unanimously passed by all Member States for inclusion of emergency and trauma care as part of UHC.

- **Resolution 72.16: Emergency care systems for universal health coverage:** https://apps.who.int/gb/ebwha/pdf_files/WHA72/A72_R16-en.pdf
- **WHO Director-General's report on Emergency and trauma care:** https://apps.who.int/gb/ebwha/pdf_files/WHA72/A72_31-en.pdf



Emergency Care Systems
Clinical Services and Systems Unit
Integrated Health Services Department
Universal Health Coverage-Life Course Division