

# A quick guide to developing a physician scorecard for your emergency department



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1. Ask the physician group for help in selecting quality indicators that are meaningful to their practices

The following guiding principles can help:

- Indicators should be primarily under the control of individual physicians
  - Reliable and timely data are readily accessible
  - Evidence-based quality of care indicators are a good starting point for generating an initial list of metrics[14]
2. Consider peer comparisons
    - Peer comparison data may help (e.g., group average or median)
  3. Include a physician data check to ensure face validity of the data
  4. Keep the individual physician data anonymous and have the chief deliver the feedback
  5. Present data frequently
    - Feedback should be presented frequently, but within the limits of practical constraints
  6. Deliver feedback in both written and verbal formats
  7. Ensure feedback sessions involve goal setting and action planning