Many hospitals use a formalized process—a hospital support card accessible via the organization’s Intranet—to request monthly feedback from clinical leaders on support from ancillary/support departments. On a monthly basis, clinical leaders are asked to rate these departments on a scale of 1 to 5 on accountability, timeliness, accuracy, attitude, and operations. Results are averaged and reported on a support card like the one below. This is yet another important tool for ensuring the ED has the support it needs to meet goals and get results.

**Figure 7.5**
Sample Support Card

In this hospital, the lowest scoring departments are Engineering, Supplies, and Information Services. By sharing transparent data, these support departments can identify their performance gaps and develop a plan to improve performance for a score above 4.75.