



URGENT CARE CLINICAL PERFORMANCE INDEX™

*An evidence-informed evaluation of
urgent care clinician decision making*

MAKE SURE YOUR ENTIRE TEAM IS READY AND ABLE

How confident are you that your clinicians will recognize what just *can't* be missed?

Chest pain. Dizziness. Abdominal discomfort. In urgent care, the most dangerous cases rarely look dramatic. We see these common complaints every single day, so often that they may seem routine — until they aren't.

Errors in urgent care rarely stem from rare diseases. They arise when common complaints are misjudged.

Chest pain with reassuring vital signs.

Abdominal discomfort in early pregnancy.

A swollen joint that seems benign.

Dizziness that appears peripheral — but isn't.

As urgent care evolves, the margin for error has narrowed due to:

- Variability in clinician readiness
- Expanding autonomy of NPs and PAs
- Rising patient acuity
- Rapid multi-site growth
- Increasing liability exposure

Yet most organizations lack a structured way to evaluate real-world clinical judgment before it is time for new clinicians start their independent practice and take on solo shifts.

That's where our **Urgent Care Clinical Performance Index™** comes in.



Designed for Urgent Care

To address unique urgent care challenges, EB Medicine developed a structured, evidence-informed assessment designed specifically for the urgent care environment. Built around real-world presentations and high-risk decision points, it provides organizations with an objective way to evaluate clinician readiness for independent practice — before uncertainty and variability becomes liability.

EB Medicine's Urgent Care Clinical Performance Index™

This 100-question assessment evaluates the knowledge, clinical reasoning, and medical decision making of nurse practitioners and physician assistants new to practicing in urgent care. Rather than functioning as an academic knowledge test, it reflects the operational realities, risk exposure, and case mix unique to urgent care practice.

It measures not only what clinicians know, but also how well they can make safe, autonomous decisions, especially when they're the only provider on site.



Know – don't assume – that your clinicians are ready and able.

EB Medicine's Urgent Care Clinical Performance Index™ was developed using a structured, evidence-informed methodology.

What It Provides:

- A defensible evaluation framework
- Risk-focused clinical screening
- Objective hiring data
- Targeted training plans
- Reduced onboarding variability
- Enhanced patient safety

What It Supports:

- Hiring decisions
- Structured onboarding
- Training gap identification
- Longitudinal competency development

What It Measures:

- Diagnostic Reasoning
- Risk Stratification
- Therapeutic Decision Making
- Disposition & Safety Netting
- Guideline Adherence & Stewardship
- Procedural & Technical Judgment
- Public Health & System Awareness

What It Covers:

- | | | |
|--------------------|--------------------------|--------------------------|
| • Respiratory | • Neurologic | • X-ray Interpretation |
| • Skin/Soft Tissue | • Eye | • Steroid Stewardship |
| • Musculoskeletal | • OB/GYN | • Procedures |
| • Genitourinary | • Psychiatric | • Allergy/Immunology |
| • Cardiovascular | • Infectious Diseases | • Documentation |
| • ENT | • Pediatrics | • Lacerations/Wound Care |
| • Gastrointestinal | • Antibiotic Stewardship | |



Here's how to use this resource:

1 Hiring

Used as a hiring screen, the **Urgent Care Clinical Performance Index™**:

- Standardizes candidate evaluation
- Reduces subjective bias
- Identifies unsafe clinical reasoning patterns
- Assesses guideline adherence
- Evaluates risk stratification instincts

It complements structured interviews and reference review.

2 Onboarding

When used for onboarding or workforce development, the assessment:

- Identifies knowledge gaps early
- Enables individualized education plans
- Tracks growth over time
- Demonstrates measurable training impact

Pre- and post-training comparisons = objective metrics.

3 Professional Development

The assessment is designed for periodic review and updating to reflect:

- Evolving clinical guidelines
- Changes in urgent care utilization patterns
- Emerging public health concerns
- Feedback from client organizations

Regular review ensures ongoing relevance and defensibility.

Gain objective insight into the clinical decisions that have the biggest impact on outcomes, patient satisfaction, and risk.

1. Alignment With Urgent Care Case Mix

Topic selection for **EB Medicine's Urgent Care Clinical Performance Index™** began with review of publicly available urgent care utilization data and published summaries of common urgent care diagnoses and services. High-frequency clinical categories were prioritized, including:

- Acute respiratory infections
- Musculoskeletal injuries
- Skin- and soft-tissue conditions
- Ear, eye, and minor procedures
- Urinary tract infections
- Common diagnostic services (eg, x-ray, rapid testing, EKG)

This ensured that a substantial proportion of the assessment reflects the conditions most commonly encountered in urgent care.

2. Integration of High-Risk, High-Liability Conditions

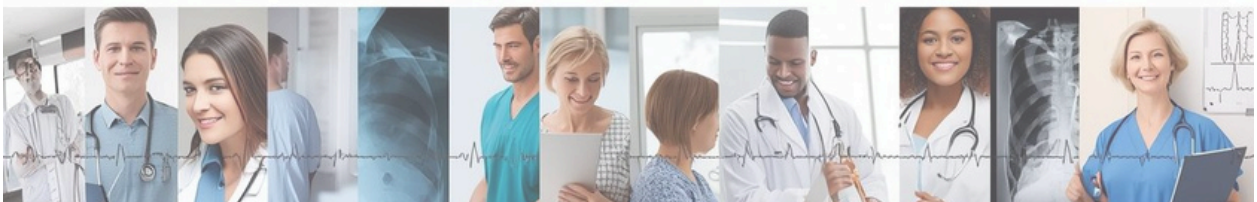
Beyond volume, the blueprint intentionally includes “can’t miss” diagnoses and scenarios associated with:

- Significant patient harm if mismanaged
- High malpractice exposure
- Regulatory and documentation risk
- Escalation/transfer decision making

Examples include:

- Chest pain and acute coronary syndromes
- Pulmonary embolism and DVT
- Ectopic pregnancy
- Testicular torsion
- Septic arthritis
- Compartment syndrome
- Orbital cellulitis
- GI bleeding
- Suicidal ideation

This ensures the assessment measures safety-oriented decision making, not just diagnostic recall.



3. Public Health and Stewardship Considerations

Given evolving clinical standards and rising incidence rates, specific domains were deliberately included to assess:

- Sexually transmitted infection evaluation and management
- Counseling and partner treatment principles
- Antibiotic stewardship
- Steroid stewardship
- Appropriate use of imaging and diagnostics

These domains are especially relevant for urgent care settings where follow-up may be limited and treatment decisions are often made at the initial visit.

4. Procedural and Operational Competency

Urgent care clinicians must manage minor procedures and document them appropriately. This assessment includes dedicated coverage of:

- Laceration management decision making
- Wound closure timing and technique selection
- Recognition of deep structural injury
- Proper documentation of medical decision making
- Risk communication and safety-netting

This reflects operational realities unique to urgent care practice.

5. Competency-Based Blueprint Design

Each content category was mapped to core competencies rather than knowledge areas alone. The assessment evaluates:

- Diagnostic reasoning
- Risk stratification
- Therapeutic decision making
- Disposition and transfer judgment
- Guideline adherence
- Procedural judgment
- Documentation quality and risk mitigation

This competency mapping enhances defensibility for hiring and training use.

abscess incision & drainage ▪ ACE inhibitor angioedema ▪ anaphylaxis ▪ angina ▪ antibiotics ▪ asthma ▪ Boxer's fracture ▪ bronchiolitis ▪ buckle fractures ▪ cellulitis ▪ charting ▪ community-acquired pneumonia ▪ compartment syndrome ▪ croup ▪ decision support ▪ documentation ▪ ED vs outpatient ▪ EKGs ▪ epiglottitis ▪ laceration management ▪ Lisfranc injury ▪ Ludwig angina ▪ medical decision making ▪ melena ▪ MRSA ▪ necrotizing infection ▪ nonaccidental trauma ▪ occult elbow fracture ▪ orbital cellulitis ▪ pneumonia ▪ pneumothorax ▪ prolonged QT ▪ pulmonary embolism ▪ risk avoidance ▪ scaphoid fracture ▪ SCFE ▪ STIs ▪ septic arthritis ▪ sinusitis ▪ STEMI interpretation ▪ steroid stewardship ▪ strep pharyngitis ▪ tachycardia ▪ testicular torsion ▪ TIA ▪ traveler's diarrhea ▪ UTI ▪ x-ray interpretation ▪ and more!

Bring clarity, consistency, and confidence to urgent care clinical performance.

EB Medicine's Urgent Care Clinical Performance Index™ provides a structured, defensible way to evaluate readiness, identify gaps, and strengthen clinical performance from onboarding and onward.

Because in urgent care, where you and your clinicians face new challenges every day, on every shift, confidence doesn't just come with the territory...it is learned and earned.

Let's talk about strengthening clinical readiness across your system!

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