

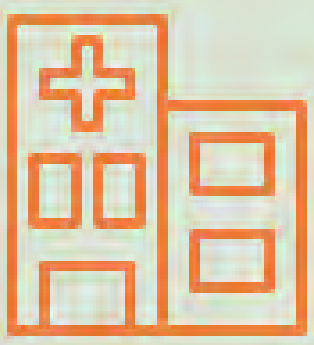


Triaging the Emergency Department



Supporting Nurses in Proper Triage

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Introduction:

Triage in the Emergency Department is the first interaction between healthcare providers and patients. There are many different tools used in the ED to facilitate triage, with Emergency Severity Index (ESI) being the most common. Accurate triaging in the Emergency Department is crucial for identifying and prioritizing those with urgent needs. Critical thinking and problem-solving skills are essential to identify and provide proper care according to severity. Successful training strategies are needed to improve triage skills and patient outcomes in the emergency room. The purpose of this study is to determine policies that can support both novice and expert nurses in proper utilization of triage tools in the ED.

Emergency Severity Index (ESI)



Benner's Novice to Expert Model

Working in the Emergency Department comes with many obstacles, including working under time pressure with limited information while conducting focus assessments to accurately and safely treat patients (Yuliandari, 2019).

Using Benner's Novice to Expert Model can help hospitals develop ongoing triage quality control programs. This will help nurses achieve and maintain a level of expertise through continuing education and training.



Discussion:

Research demonstrates that triage in the emergency department needs to be improved by both novice and expert nurses. A vital component of triage is rapid decision-making in which nurses can recognize and report critical symptoms to minimize risk related to care delay-associated morbidity and mortality. Mis-triage can lead to decreased patient satisfaction, increased costs to hospitals, as well as increased wait time and length of stay. Hospitals need to promote expert level nursing through continuing training and education that enhances competency in triage in all levels of nursing.