

# Evaluating Triage Nurse Competency in the Emergency Department

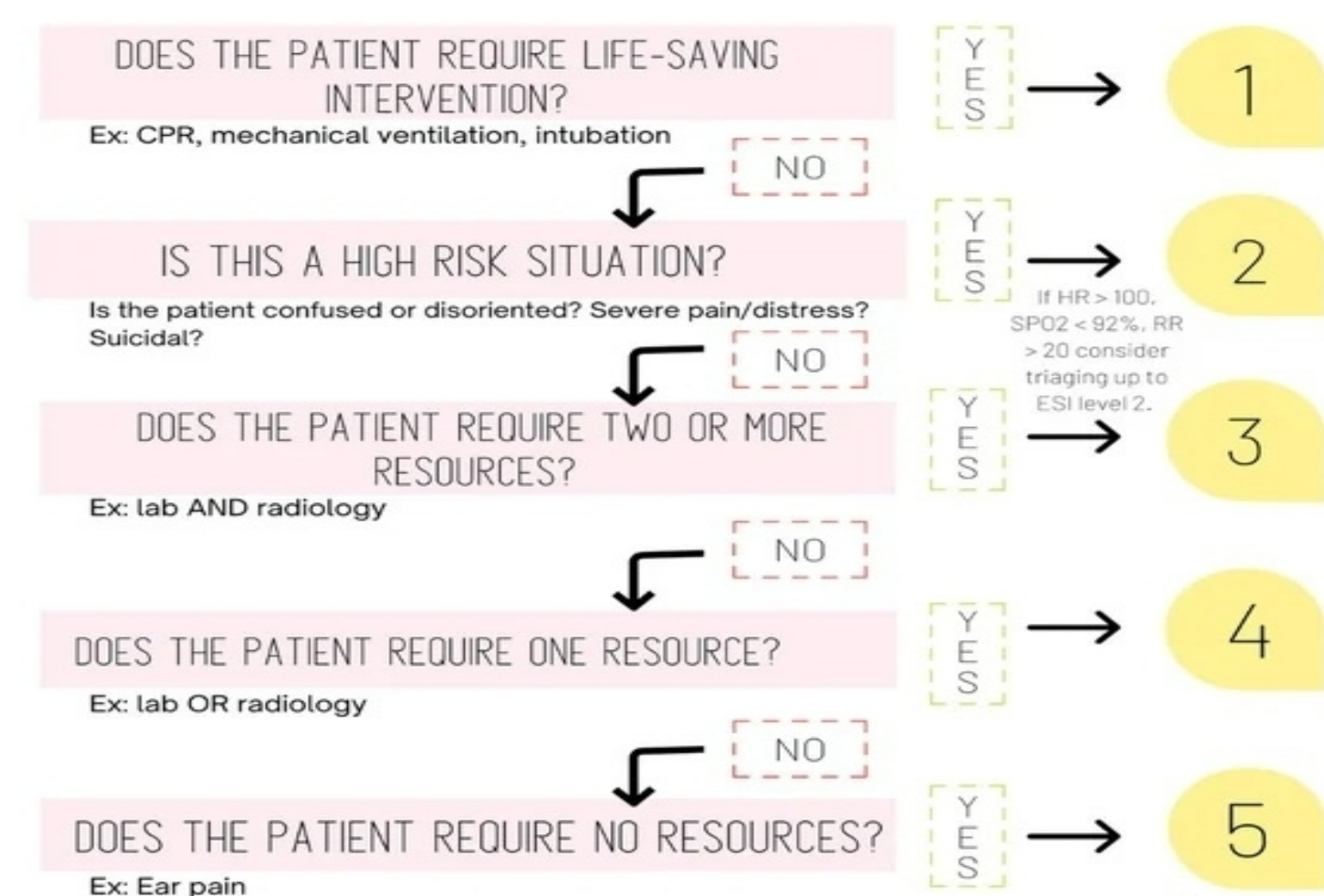
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 NURS 560 Concepts of Nursing Leadership  
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## BACKGROUND

- Triage is a process nurses use to safely organize patient care and flow when supplies and space are limited
- In an emergency department, this process is initiated by a registered nurse determining which patients need care first and where to place them to ensure safety
- Since 1999, the most common triage system used in US emergency departments is the Emergency Severity Index triage system

### EMERGENCY SEVERITY INDEX

Determining patient acuity during Emergency Department triage



## PROBLEM & SIGNIFICANCE TO NURSING

- Under and over-triaging patients have been shown in multiple studies to directly correlate with increased mortality rates, increased risk of patient safety, delayed care, increased length of patient stay, and increased costs (Sax, 2023)
- Patient safety is at risk if a triage nurse isn't competent in their role
- Nursing shortage and high turnover have forced hospitals to rush novice nurses into the role of triage nurse and constantly reassign the position
- Currently, there is not a standard of practice in the hospital for evaluating triage nurse competency

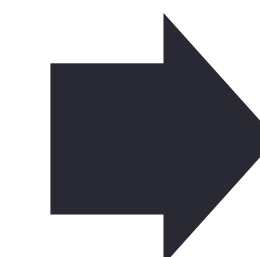
## REVIEW OF LITERATURE

- Reveals the importance of accurate triage, common barriers to safe and effective triage, and the need to evaluate triage nurse competency (Sax, 2023)
- Mis-triage of patients has been shown in multiple studies to directly correlate with increased mortality rates, increased risk of patient safety, delayed care, increased length of patient stay, and increased costs (Sax, 2023)



## PROJECT DESCRIPTION

**CHANGE AGENT**



Nurse Educator

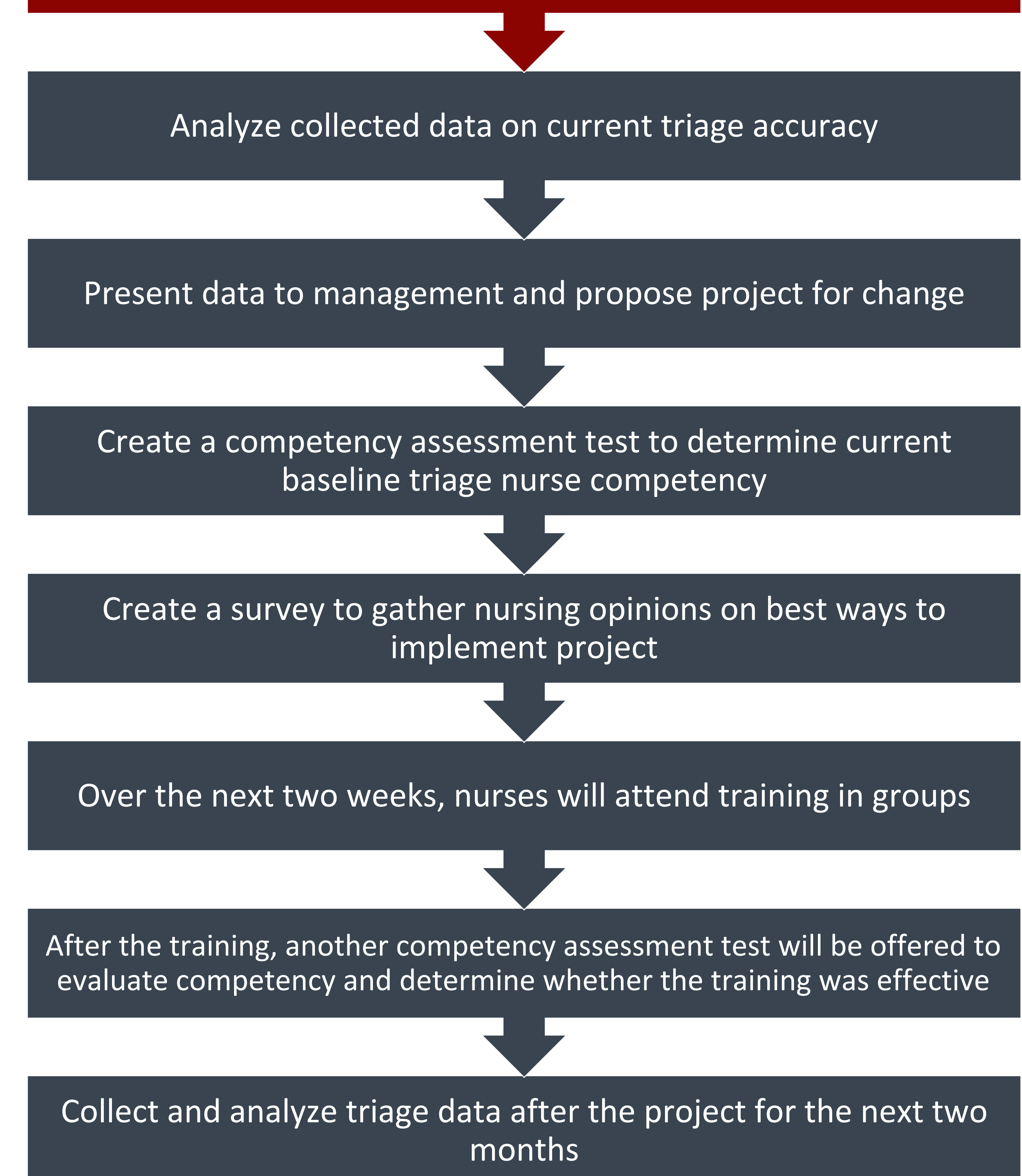


### GOALS & OBJECTIVES

To decrease rates of undertriage and overtriage

Nurses will pass a triage competency test after training and education

## PROCESS FOR IMPLEMENTING CHANGE



## EVALUATION OF PROJECT

- The nurse leading the project needs to determine whether the set goals have been achieved
- Post-tests will display whether nurses are competent after the project is implemented
- Data should be collected to display the effects of the project, such as the rates of undertriage and overtriage before and after project implementation
- Post-surveys will help improve the project going forward
- If any unintended outcomes occurred, the project leader must further investigate how they happened and how to address them