



Health Resources Unlimited
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TRIAGE!

Emergency Triage Toolbelt™ January 9/10, 2012
Triage Trainer January 11, 2012

Emergency Triage Toolbelt™ February 1/2, 2012
Triage Trainer February 3, 2012

Bring best triage practices onsite to your location! Turn-key resources to provide onsite training and support!

Featuring
Shelley Cohen
 RN MSN CEN

Nashville, Tennessee
January 9, 10 & 11, 2012
Sacramento, California
February 1, 2, & 3, 2012

TRIAGE

- Minimize risk with consistent triage practices
- Implement and improve five-level triage practices
- Take home tools for ongoing triage competency validation

Featuring
Shelley Cohen
 RN MSN CEN
 National triage
 Expert, author and
 Practicing ED
 Nurse!

Nashville, Tennessee

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For over 13 years, thousands of emergency, clinic, and urgent care nurses have participated in this comprehensive triage program. The course content drives accurate triage decisions that are validated through appropriate documentation.

The hallmark for minimizing risk in the waiting room is all about consistency in triage practices that serve the best interest of the patient. Nationally recognized training and staff that are involved in ongoing triage competency practices promotes a culture of best triage practices.



TRIAGE

“For the concerns I have heard over the last several months, as an ER manager I could not have picked a better seminar to attend, thanks”

Alabama ED Manager

“Every single nurse loved the conference. People actually thanked me for sending them, this is a first”

Linda Libby
 Nurse Director, ED
 North Country Hospital

TRIAGE TRAINER

Eligible participants complete *Emergency Triage Toolbelt* and attend the third day of *Triage Trainer* course content.

- Tools and resources for “turn-key” triage education
- CD complete with PowerPoint slides
- Trainer chat line access
- Unlimited conference call and email support
- Quarterly newsletter, *Triage Trends*
- Portfolio includes QI template forms for chart review

Bring these programs *live* onsite – call for details!
 888-654-3363

Emergency Triage Toolbelt™

Seminar Schedule

Registration 7:30 am
Program 8:00 am-4:00 pm
Lunch 11:30-12:30 (included)

Triage Practice Standards

Guidelines, Procedures and protocols, 5-level triage options (ESI and CTAS)

Patient Assessment

Documentation requirements, Chief complaints, Reassessments

Special Considerations

Pediatric, Geriatric, Frequent users, Victims of violence, Cultural considerations

Risk Management

EMTALA, Court cases, Competency validation, Validating Triage decisions, improving outcomes

Triage Red Flags

Chest pain, mechanism of injury, behavior changes, Headache, ENT, back pain, case scenarios and more!

Customer Service Challenges

Image of nursing, Patient perspectives, Patient flow issues

Triage Trainer

Seminar Schedule

Registration 7:30 am
Program 8:00 am-4:00 pm
Lunch 11:30-12:30 (included)

Objectives:

- ✓ Identify necessary course materials
- ✓ List elements for effective quality improvement in triage
- ✓ Develop a plan for triage orientation/competency validations
- ✓ Organize a triage committee /review current triage practices
- ✓ Discuss blending scenarios and PowerPoint slides

“The grunt work is done- developing a program now will be a smooth process getting the info to our nurses quicker”

FACULTY

Shelley Cohen RN MSN CEN is internationally recognized as an educator, consultant, speaker and author. Her work on triage and critical thinking skills has been presented for more than 13 years. With 35 years of nursing experience as both a staff nurse and in a variety of leadership positions, Shelley brings a wide range of perspectives to her work. She currently practices as a prn staff emergency nurse assuring triage issues addressed in the course are timely and relevant for both staff and leadership.

Her web-based Triage and Manager Tips of the Month are viewed by thousands of nurses inter-nationally. With a passion for patient care and promoting a positive nursing image, her published work on *The Image of Nursing* and *Critical Thinking in the Emergency Department* was groundbreaking for nurses everywhere.

Shelley's complete CV can be downloaded from her website: www.hru.net.

Continuing Nursing Education Accreditation

This continuing nursing education activity was approved by the Tennessee Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Emergency Triage Toolbelt # 08710 12.5 contact hours

Triage Trainer # 08610 5.5 contact hours

Provider approved by the California Board of Registered Nursing,
 Provider Number:
 CEP 12961 for 12.5 Contact Hours.

NEW FOR 2012!

Triage Tips CD: 52 Email blasts, includes quizzes

Call or see our website for more details!

www.hru.net

Registration Details:

Emergency Triage Toolbelt	\$389/person	<input type="checkbox"/>
Triage Trainer	\$1950/first trainer	<input type="checkbox"/>
Additional Trainers	\$1495/person	<input type="checkbox"/>

The Triage Trainer fee includes the following:

- 1st year copyright privileges for training materials
- Unlimited email and conference call support
- Quarterly newsletter – Triage Trends
- Trainer Chat line
- Trainer course day and portfolio materials

The annual renewal fee for these Triage Trainer benefits is \$1500/location

Cancellations must be made 48 hours prior to day of Seminar to receive refund. A processing fee of \$30.00 will be charged for cancellations. After 48 hours, no refund will be given.

I will be attending (check box for location)

January→	Radisson Hotel at Opryland 2401 Music Valley Drive Nashville, Tennessee 37214 615-889-0800 Limited time room rate special \$99.00 +++++	<input type="checkbox"/>
February→	Holiday Inn Sacramento Northeast 5321 Date Avenue Sacramento, California 95841 916-338-5800 Limited time room rate special \$79.00	<input type="checkbox"/>

Name: _____ Title _____
 Address _____
 City _____ State _____ Zip _____
 Phone (work) _____ (home) _____
 Email _____

All confirmations are sent via email

EMPLOYER INFORMATION

Name _____
 Address _____
 City _____ State _____ Zip _____

Payment Option: Check Credit Card
 Charge My Credit Card: Visa MasterCard Amex Discover
 Name on credit card _____
 Account # _____
 Expiration Date _____
 Signature _____

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Online: www.hru.net	Email: educate@hru.net