

## WHY SHOULD YOU ATTEND?

To equip your staff with the tools to implement a 5 Level Triage process  
To provide suggestions to improve your current system of triage  
To identify elements of successful competency  
To assist in preparing for Joint Commission and EMTALA requirements

- How accurate are the triage decisions your nurses make?
- Is patient safety being affected by a triage process that isn't working?
- What is the cost in delay when those needing immediate care are not properly or promptly identified?
- Is your triage staff losing their confidence because of bad outcomes and now "over triaging" everyone?

*"You got everyone revitalized and interested in their profession again.  
This was such a cost effective way to bring triage training onsite."*

Linda Libby  
Nurse Director, Emergency Department  
North Country Hospital

## WHO WILL BENEFIT?

Emergency Staff Nurses  
New Graduates  
Emergency Nurse Managers  
Staff Development Educators  
Department Directors

**SEMINAR FEE: \$315 per person**

**TRIAGE TRAINER FEE: CALL FOR DETAILS 888-654-3363**

Registration fee includes complimentary refreshments, workbook, and Shelley's book 101 Triage Tips!

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.

HEALTH  
RESOURCES  
*Unlimited, LLC*  
522 Seiber Ridge Road  
Hohenwald, TN 38462

EMPOWERING THOSE THAT DELIVER PATIENT CARE AND THE LEADERS BEHIND THEM  
BRING THIS PROGRAM LIVE ONSITE TO YOUR FACILITY!



Presenting

# Emergency Triage Toolbelt™

Shelley Cohen RN, MSN, CEN

**Scottsdale, Arizona  
April 14-15, 2010**

**Reno Nevada  
June 17-18, 2010**

## TRIAGE TRAINER

**April 16, 2010 – Arizona  
June 19, 2010 – Nevada**

## EMERGENCY TRIAGE TOOLBELT TRAINING SEMINARS:

**SEMINAR FEE:  
\$315 per person**

SEMINAR DATES:

**Scottsdale, Arizona  
April 14-15, 2010**

Courtyard Scottsdale  
Old Town  
Scottsdale, Arizona

Directions/Reservations  
480-429-7785  
800-321-2211  
Sleep Room \$109/night  
Single or Double Occupancy

**Reno, Nevada  
June 17-18, 2010**

Circus Circus Reno  
Reno, Nevada

Directions/Reservations  
775-328-9597  
800-648-5010  
Sleep Room  
Sun-Thu \$49.00 + tax  
Fri & Sat \$79.00 + tax  
Single or Double Occupancy

### COMPREHENSIVE 2 DAY AGENDA

Registration 7:30am  
Seminar 8:00am - 4:00pm  
Lunch 11:30am - 12:30pm  
(Participants are on their own for lunch)

**Triage**  
Current Standards of  
triage practice  
Triage guidelines

**Patient Assessment**  
Data Collection  
Using Common Senses  
Pain Assessment / Chief  
Complaint

**Special Considerations**  
Pediatric / Geriatric  
Considerations /  
Frequent ED users

**Risk Management**  
Practice Standards  
EMTALA Compliance  
Documentation  
Specifics  
Telephone Triage

**Triage Red Flags**  
Kinematics of Injury  
Headache  
Eye, Ear, and Nose  
Mouth, Throat and  
Neck  
Chest Pain

**Triage Challenges**  
Reassessment  
Competency Validation  
Potentials for Violence

**Victims of Violence**  
Domestic/Child/Elder  
Misuse

**Cultural Considerations**  
Defining Culture  
Language Barriers

**Customer Service**  
The Image of the ED  
Nurse  
Patient Perspectives  
Reality Check for  
Triage Nurses

**More Triage Red Flags**  
Abdominal Pain/Back  
Pain  
Patients with Behavior  
Changes  
Fever  
Extremity Specifics  
Seizures  
Heat/Cold Emergencies  
Toxicities

[www.hru.net](http://www.hru.net)

# EMERGENCY TRIAGE TOOLBELT ***TRIAGE: TRAIN THE TRAINER***<sup>®</sup>

Participant eligibility includes completion of the Emergency Triage Toolbelt course within the past 2 years.

Scottsdale, AZ  
April 16, 2010

Reno, Nevada  
June 19, 2010

### Take control of triage training costs!

- You select your in house educators who meet criteria for ETTT (Emergency Triage Toolbelt Trainer)
- You decided where and when the course will be taught
- More flexibility in scheduling
- No fees for outside educators to come on site and provide your triage training
- New hires do not have to wait as long for triage education
- No costs to send staff to outside triage courses

### You will have:

- Consistency in triage training and triage processes
- Access to ongoing clinical support for your trainers
- Training materials necessary to teach the course including the nationally renowned powerpoint and workbook
- Copyright permission to use teaching materials

### Trainers will receive:

- A full day of education and tools to make triage training a success for your organization
- A complete training manual
- CD with powerpoint and templates for triage quality review
- Chatline and conference call support
- Quarterly newsletter with updated information

For complete details on trainer fees, the copyright privilege, application requirements for the trainers of this nationally renowned training please contact:

**Shelley Cohen**      **Dennis Reynolds**  
Educator/Consultant      Operations Manager  
888-654-3363

### Bottom Line, You will have:

- Consistency in triage practice
- Nationally recognized training
- In-house trainers with flexibility in scheduling training
- In-house trainers that are updated with current triage standards
- Confident staff that can validate their triage decisions
- Improved collaboration between triage nurses and providers
- Staff that are actively involved in the quality review and improvement process related to triage

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## FACULTY

Shelley Cohen is the educator and consultant for Health Resources Unlimited LLC, a company she founded in 1997.

Her humorous and direct approach to problem solving has captivated audiences across America from Maine to Alaska.

As an author and nationally known speaker, Shelley brings more than 30 years of nursing experience into the classroom. Her experience in emergency nursing is current and relevant to the issues both the staff nurse and nurse manager face.

Her web based Triage Tip of The Month can be found posted on triage walls and in resource binders in Emergency Departments where nurses are eager to improve their triage decision making skills. 101 Triage Tips was written as a pocket guide to not only enhance this comprehensive triage course, but to serve as a quick reference for new and seasoned triage nurses.

Shelley teaches a variety of health care audiences on topics related to emergency care, leadership and patient assessment.

She brings her concepts of critical thinking to ED nurses through her recently released Critical Thinking in the Emergency Department.

This program is full of real world issues confronting every triage nurse as well as solutions that work. The comprehensive workbook that each participant receives is packed with reference and resources- the tools for triage success.



Shelley Cohen RN MSN CEN

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

- Alabama Attendee

## ACCREDITATION

Provider approved by the California Board of Registered Nursing, Provider Number: CEPI2961 for 12.5 Contact Hours.

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

## Publications by Shelley Cohen RN MSN CEN

The following products are available directly through:

**Health Resources Unlimited**  
**(888)654-3363**  
**www.hru.net**

### 101 Manager Tips



### 101 Triage Tips



### Effective Leadership Tools



The following products have been co-authored by Shelley Cohen RN BS CEN These products are available directly through:

**HCPRO**  
**(800)650-6787**  
**www.hcmarketplace.com**



**Critical Thinking in the Emergency Department:**  
Skills to Assess, Analyze, and Act  
By Shelley Cohen, RN, BS, CEN



**Core Skills for Nurse Managers: A Training Toolkit**  
by Shelley Cohen, RN, BS, CEN  
Sharon H. Cox, MSN, RN, CNA  
Beth A. Klitch, BA, FACHCA



**A Practical Guide to Recruitment and Retention:**  
**Skills for Nurse Managers**  
by Shelley Cohen and Dennis Sherrod

## REGISTRATION OPTIONS

Online: www.hru.net  
Telephone: (888)654-3363  
Fax: (931)722-7495  
Email: educate@hru.net

Name: \_\_\_\_\_ Title \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: Home \_\_\_\_\_ Work \_\_\_\_\_  
Email: \_\_\_\_\_

Confirmations will only be sent via Email

## EMPLOYER INFORMATION

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_

Will you be attending the Triage Seminar, the Trainer or Both?

Call for application and fees!

Seminar Emergency Triage Toolbelt	Triage Trainer
<input type="checkbox"/> April 14 -15 – Arizona	<input type="checkbox"/> April 16 – Arizona
<input type="checkbox"/> June 17-18 – Nevada	<input type="checkbox"/> June 19 – Nevada

Payment Options: Check or Credit Card  
Charge My: Visa MasterCard AmEx Discover

Account #: \_\_\_\_\_  
Exp. Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

Check Enclosed (Make checks payable to Health Resources Unlimited)  
Please Mail/Fax your registration with your check or credit card information to:

**HEALTH RESOURCES UNLIMITED**  
522 Seiber Ridge Road  
Hohenwald, TN 38462  
Phone: (888)654-3363  
Fax: (931)722-7495