



Project Details: Assessment of current triage practices/process
Five level triage education
Implementation of new triage process
Sustaining triage standards

- Phase I: Identification of current triage process and potentials for risk and patient outcome concerns.**
- Onsite meeting with ER manager, medical director and other pertinent members of administrative team. Tour of physical layout of ED
 - Finalizing organizational goals related to triage/patient flow in ED
 - Review of current triage policies, procedures, guidelines
 - Survey of staff and patient/families to gather data representing their perceptions to serve as a benchmark for post implementation analysis
 - Compiling of recommendations to ensure compliance with standards of care. Discussion of recommendations with administrative team onsite
- Phase II: Preparation for implementation of triage process that meets current standard of care and minimizes risk related to triage/waiting area.**
- Development of validation and resource tools to support new triage process (policy, guidelines, quality review)
 - Emergency Triage Toolbelt – one 16 hour session (held over two days) of comprehensive triage education for nursing staff which will include review of new procedures
 - EMTALA education for unlicensed ED staff, registration, and other staff that interact with ED patients
 - Training of onsite Triage Trainer(s) to sustain project
 - Schedule for “go live” for transition to new five level triage
- Phase III: Transition to new five level triage processes**
- Conference call, email, Webinar support as needed for preparations
 - Two days of onsite support for day and night shift staff during “Go Live”
 - Evaluation
- Phase IV: Sustaining New Processes**
- Ongoing support to sustain new processes and assist with outcomes and quality review
 - Unlimited conference call/email support for Triage Trainer (s)

Project Investment	Call for fees
Project Sustainability	\$1500 Annually - <i>Triage Trainer</i> Program