### The Problem

The triage area of the emergency department sees over 200 patients, visitors and other persons a day. The ability for staff to identify patients from other person arriving to the department has been a challenge especially when 15-20 people can enter in moments. Patients at times were confused of the proper place to wait leading to delays

#### Aim/Goal

To provide a standard and organized process for all patients who enter the emergency department.

#### The Team

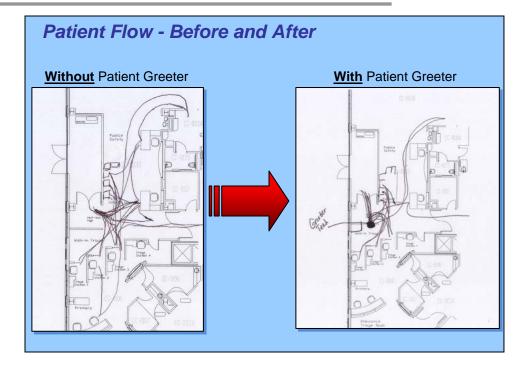
Emergency Department Nursing Technicians
Emergency Department Nursing Triage Committee
Emergency Department Nursing Leadership

#### The Interventions

- With a multidisciplinary team develop an ideal state for how we would want patients to flow through the triage area
- Created new role to act as "greeter tech" to work with triage staff to coordinate and expedite patient flow to the triage nurse
- Pilot process with team members involved in planning
- Review with staff for effectiveness and improvement
- Additional positions approved for increased staffing during peak times

## The Results/Progress to Date

- Patients are now greeted on a regular basis by a clinical staff member and guided through the triage process
- Mystery shopper surveys showed improvement in the area of being greeted on arrival
- > Triage nursing staff reported feeling more able to focus on clinical assessment knowing that the ED techs were a reliable greeter



## Lessons Learned

- Initial success slowed without leadership involvement and frontline staff supporting value in role
- Preliminary data suggests that education should be focused on resource allocation for lower acuity patients (ESI level 4 & 5 patients) as it can directly impact care for other patients.

# Next Steps/What Should Happen Next:

- > Triage class to all tech staff to ensure consistent practice in area
- Ongoing review of triage needs for expansion of time of this staffing. Currently staffed from 3p-11p Mon-Fri



