

IMET 2000 PAL

International Medical Education Trust - Palestine

**Recent Emergency Study
in Palestine
Triage System
At Al – Makassed Hospital**

Emergency Department

Jamal Al-Wahadneh

2009

This Study Was
Done

By ED Team

At

Makassed Hospital
Jerusalem

IMET 2000 PAL
International Medical Education Trust - Palestine
www.imet2000-pal.org

Triage class 2005



IMET 2000 PAL
International Medical Education Trust - Palestine
www.imet2000-pal.org

Objective:

- ▶ Define triage
- ▶ Define the effective triage system
- ▶ Identify mistriage patients

Triage:

Is the process of sorting or classifying patients according to urgency of condition or complaint.

IMET 2000 PAL
International Medical Education Trust – Palestine
www.imet2000-pal.org

Effective triage system:

It's designed to get the patient to the right place, at the right time, with the right care provider.

WIMET 2000-PAL
International Medical Education Trust Palestine
www.wimet2000-pal.org

Why Triage?

- Save Time.
- Organize Work.
- Control Crowd.
- Reduce work load.

IMET 2000 PAL
International Medical Education Trust – Palestine
www.imet2000-pal.org

Why Triage?

- ▶ Better care.
- ▶ Reduce stress.
- ▶ Communication
- ▶ Reduce errors

IMET 2000 PAL
International Medical Education Trust – Palestine
www.imet2000-pal.org

Why Triage?

- Patient /staff satisfaction
- Screen for misdiagnosis
- Cost effectiveness
- Improve nursing practice standards
- Improve competencies

IMET 2000 PAL
International Medical Education Trust – Palestine
www.imet2000-pal.org

Goal of study

- Comparison of two nurses triage for each patient to determine the acuity level according to emergency severity index ESI.

ESI

Q1- is patient dying ?

YES

LEVEL 1

NO

LEVEL
2,3,4,5

Q2- can patient wait ?

NO

LEVEL 2

YES

LEVEL 3,4,5

Q3- Number of diagnostic
resources needed

- Two or more – level 3
- One – level 4
- Non – level 5

EMMET 2000 PAL
International Medical Education Trust – Pal
emet2000-pal.org

Objectives of the study

1. To evaluate and assess ER triage nurses skills & knowledge of triage system.
2. Evaluate the reliability of ESI between two triage nurses.
3. To assess mistriage cases among ER triage nurses.

Triage class 2005

IMET 2000 PAL

International Medical Education Trust - Palestine
www.imet2000-pal.org



Definitions

1. Mistrriage: refers to assignment of an acuity level that is higher or lower than necessary for specific patient.
2. Over triage: assignment of a higher acuity level than necessary.
3. Under triage: is potentially more serious because patient receive an acuity level that is lower than appropriate, delays treatment because under triage can lead to increase mortality and morbidity.

IMET 2000 PAL
International Medical Education Trust - Palestine
www.imet2000-pal.org

Data collection

- Number of patients involved in the study:

120 patients

- Methodology:

- Interview

- Patient assessment

Study design

Simple random sampling design was used

IMET 2000 PAL
International Medical Education Trust – Palestine
www.imet2000-pal.org

Results:

Level 1	Level 2	Level 3	Level 4	Level 5
9	27	32	44	8

IMET 2000 PAL
International Medical Education Trust - Palestine
www.imet2000-pal.org

Results / con't

- Out of 120 patients, only 3 patients refused to be interviewed by the 2nd triage nurse (level 2 & 3).
- Out of 120 patients, 4 patients were unable to respond to 1st and 2nd triage nurses (comatosed but triaged).
- 96 out of 117 patients were triaged by 1st and 2nd nurse had the same acuity level.
- 79 out of 113 were assessed by the 1st and 2nd triage nurse had the same pain scale.

IMET 2000 PAL
International Medical Education Trust – Palestine
www.ime2000-pal.org

Mistriaging: in patients with different acuity levels (21/117)

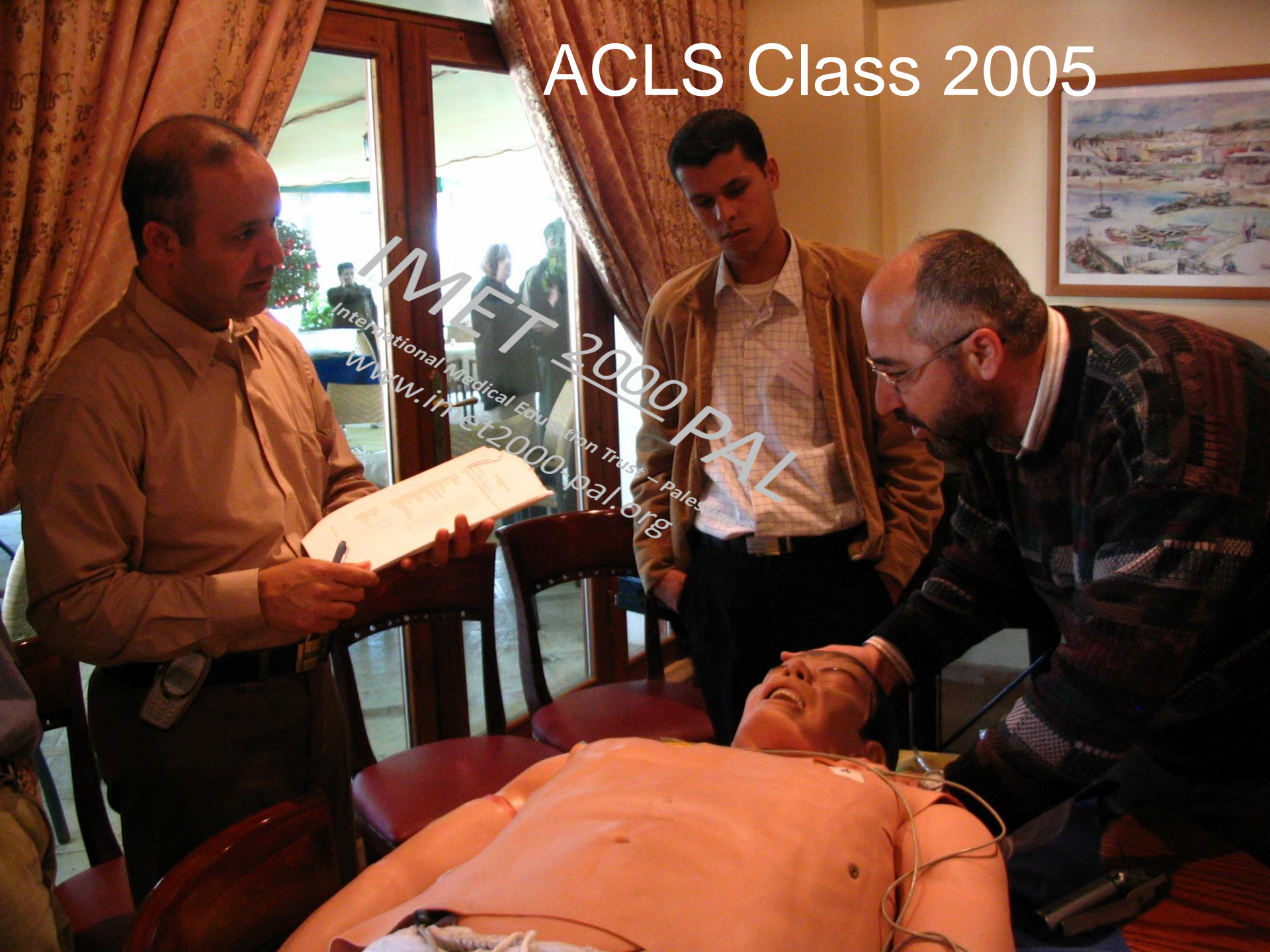
- Over triage (level 2 & 3) 16/21 patients
 - 9/16 patients were mistriaged by the 1st nurse.
 - 7/16 patients were mistriaged by the 2nd nurse.
- Under triage (level 2 & 3) 5/21
 - 3/5 patients were mistriaged by the 1st nurse.
 - 2/5 patients were mistriaged by the 2nd nurse.

Results / con't

- Mistrriage among patient with the same acuity levels were 8/96 (level 2 & 3).
 - 6/8 patients were over triaged by both nurses
 - 2/8 patients were under triaged by both nurses

IMET 2000 PAL
International Medical Education Trust – Palestine
www.imet2000-pal.org

ACLS Class 2005



IMET 2000 PAL
International Medical Education Trust - Palestine
www.imet2000-pal.org

Recommendations:

- Safety triage system is related to the ability to detect the critically ill (started by visual assessment).
- Continue offering the triage course for health care professionals -ED team- in order to improve triage accuracy.

IMET 2000 PAI
International Medical Education Trust - Palestine
www.imet2000-pai.org

T
H
A
N
K

Y
O
U

