Standardization Tools in RRH Triage: A Nursing Based Review

Makayla Boff  
*Rochester Regional Health*, Makayla.Boff@rochesterregional.org

Julie Voelkl  
*Rochester Regional Health*, Julie.Voelkl@rochesterregional.org

Cynthia Garofono  
*Rochester Regional Health*, Cynthia.Garofono@rochesterregional.org

Colin Dewyea  
*Rochester Regional Health*, Colin.Dewyea@rochesterregional.org

Heather Farren  
*Rochester Regional Health*, Heather.Farren@rochesterregional.org

Follow this and additional works at: https://scholar.rochesterregional.org/nursingresearchday_2023

Part of the Medical Education Commons, and the Nursing Commons

**Recommended Citation**

Boff, Makayla; Voelkl, Julie; Garofono, Cynthia; Dewyea, Colin; and Farren, Heather, "Standardization Tools in RRH Triage: A Nursing Based Review" (2023). *Nursing Research and EBP Day 2023*. 5.  
https://scholar.rochesterregional.org/nursingresearchday_2023/5

This Poster is brought to you for free and open access by the Nursing Research and EBP at RocScholar. It has been accepted for inclusion in Nursing Research and EBP Day 2023 by an authorized administrator of RocScholar. For more information, please contact Lisa.Buda@rochesterregional.org.
Standardization Tools in RRH Triage: A Nursing Based Review

Makayla Boff, RN, Julie Voelkl, RN, Cynthia Garofono, RN, Colin Dewyea, RN, Heather Farren, RN
RRH Ambulatory Nursing

PICOT:
Does the use of standardized nursing triage protocol improve efficiency or effect nursing satisfaction and confidence when triaging patients over the phone?

Introduction:
Although nurses have been using the telephone to assist patients for many years, very little is available in terms of specific models of care for telephone nursing assessments. Many inpatient clinics or facilities such as call centers institute their own policies and procedures for nursing staff to utilize for triage. These phone services are an extreme benefit to the community and patients as they assist with guidance on medical questions without being seen in the office. With current limitations in accessing healthcare, the need for better communication between patient, nurse, and provider has increased. The need for streamlined telephone triage has increased as well as in turn can help ensure Providers time is utilized appropriately in the office.

Data:
2 separate sources of data were used to evaluate triage practices in RRH Ambulatory Nursing.
First, a survey was created to measure nurse satisfaction and confidence in triage. Secondly, a sample of encounters between patients, support staff, nursing, and providers was selected at random from encounters of the last 30 days.

In order to obtain our data, we created and sent out a 9 question survey via SurveyMonkey to our various practice areas. The encounters were reviewed to study routing and standardization usage.

Conclusions
Survey results showed triage nurses at sites surveyed were overwhelmingly experienced nurses (3+ years experience). From our results, it does show that nurses who use standardized smartphrases for triage do feel more confident in triaging patients.

Routing results showed that encounters with standardization used were routed on average less than encounters without standardization

Review Limitations
Results of the review were limited. Not every outpatient/ambulatory department at RRH was surveyed. A majority of respondents (50%) had over 3 years experience in triage which would affect nurse confidence levels. The sample size was relatively small due to limitations in data compiling and the need for a review of encounters.

References:

Newton S. Models of Telephone Triage. Oncology Nursing Society. 2010 p 17-20

Protocols vs. No Protocols
Do you have access to smartphrases/smartphrases or other standardized triage information gathering tools at your practice?

Survey results showed triage nurses at sites surveyed were overwhelmingly experienced nurses (3+ years experience). From our results, it does show that nurses who use standardized smartphrases for triage do feel more confident in triaging patients.

Survey results show that nurses that utilize standardization tools / smart phrases are more confident in their practice.

Routing results showed that encounters with standardization used were routed on average less than encounters without standardization

Triage Numbers
On average, looking at random calls completed by each group member over the last 30 days, the average routing between nursing and provider was 3.76 times.

A total of 60 encounters were chosen at random
10 – Bariatrics
10 – ENT
20 – Neuro/Rehab Ridgeway
20 – Neuro RGH

On average, looking at calls where standardization was utilized, the average routing between nursing and provider was 2.75 times.