

## REDUCE RISK OF MISTRIAGE

### Increase Patient Safety with Continuous Triage Competency Training

Once nurses have achieved a solid foundation in triage education, it is critical to ensure competency on an ongoing basis. **Continuing Triage And Competency Training Series (CONTACTS)** is the final element in Triage First's Pathway to Triage Competency. It is an ongoing series of courses that advances clinical expertise and conceptual knowledge. This program is an essential element of every ED nurse's lifelong learning curriculum because it encourages continuous study into the nuances that impact appropriate disposition through an effective use of either the ESI or CTAS five-level acuity scale. Each CONTACTS course consists of ten clinical scenarios including one presentation of multiple cases simultaneously adapted from actual patient charts, answers and clues, teaching points, and a post-test. The clinical scenarios referenced in the CONTACTS courses were specifically selected because they contain various unique patient characteristics. If unnoticed in the clinical setting, these unique characteristics could result in mistriage and inappropriate disposition, which significantly impact patient risk and safety.

The final step on the pathway to triage competency, this program promotes ongoing triage expertise.

#### Impact:

##### Increase Patient Safety

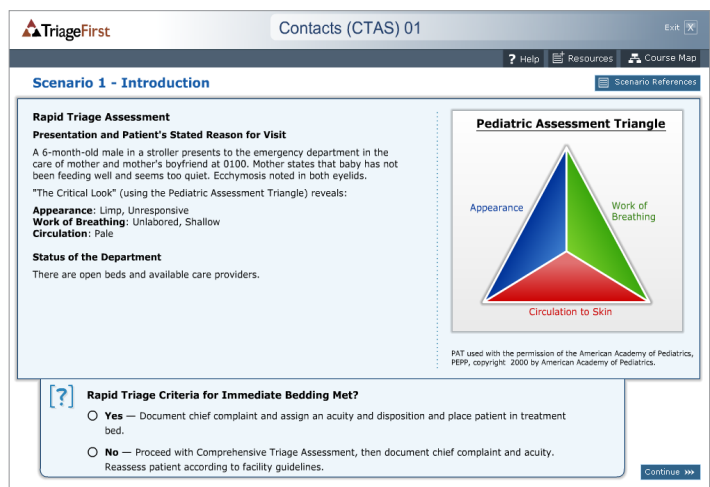
- Decrease mistriage and inappropriate disposition
- Accurately recognize potential complications at triage

##### Improve Triage Competency

- Gain a thorough understanding of five-scale acuity discriminators
- Advance clinical expertise and conceptual knowledge
- Enhance the implementation of ESI or CTAS

#### Features:

- Interactive, realistic clinical presentations
- ESI and CTAS specific education
- Quick reference documents applicable to the presentation
- Teaching points reinforce answers and highlight clues
- Includes ED-specific issues related to patient throughput
- Complemented by Triage First's Five-Level ED Triage Acuity and ED Triage Clinical Expertise courses



The screenshot displays the 'Contacts (CTAS) 01' course interface. It features a 'Scenario 1 - Introduction' section with a 'Rapid Triage Assessment' and a 'Pediatric Assessment Triangle' diagram. The diagram is a triangle with three colored sections: blue for 'Appearance', green for 'Work of Breathing', and red for 'Circulation to Skin'. Below the diagram, there are radio button options for 'Rapid Triage Criteria for Immediate Bedding Met?'. The interface includes navigation buttons like 'Help', 'Resources', 'Course Map', and 'Continue'.

The Contacts courses use realistic clinical case scenarios to reinforce critical triage concepts in an interactive and engaging format.

**This course is essential for:**

- All nursing staff in emergency departments who have completed prerequisite courses

**This course supports:**

- 2008 Joint Commission National Patient Safety Goals relating to teaching advanced clinical skills for the early recognition of patients changing conditions.

**Course Objectives**

- Interpret stated reason for visit, and translate into an appropriate chief complaint.
- Recognize potential complications at triage (associated risk factors with the presented disease, social, or psychological process) and predict commonly seen sequelae.
- Discuss the appropriate designation of acuity according to the chosen five-level acuity scale.
- Utilize “Clues” and “Teaching Points” to gain information pertaining to the disease process or injury in general.
- Apply knowledge of specific case presentations to a wider patient population at triage by identifying both common and covert presentations that are life-threatening or emergent.

**Outline**

Practice Scenarios (10)

- a. Presentation
- b. Answers and Clues
  - i. Subjective Assessment
  - ii. Objective Assessment
  - iii. Vital Signs
- c. Teaching Points
- d. Reference Documents

**Continuing Education Credit**

Triage First, Inc. is an approved provider of continuing nursing education by the North Carolina Nurses Association, an accredited provider by the American Nurses Credentialing Center’s Commission on Accreditation. This series has been approved for 4.0 continuing education hours.

**Subject Matter Experts**

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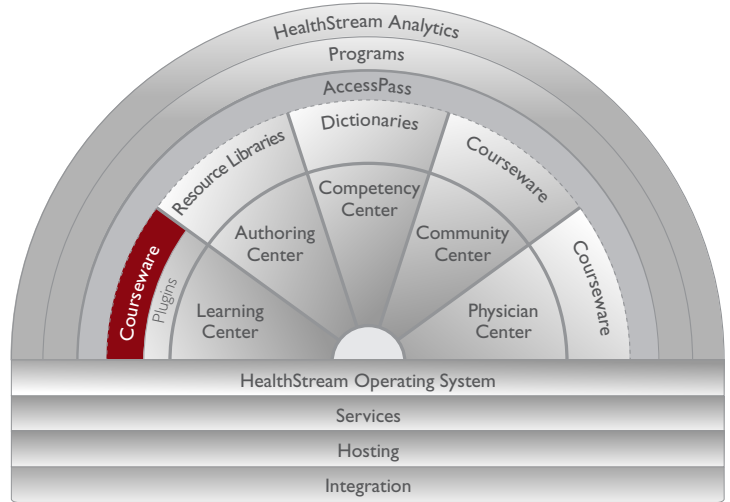
**User Scale**

- novice
- advanced beginner
- competent
- proficient
- expert

**Recommended For:**

- All ED nursing staff above the Advanced Beginner stage

**HealthStream’s Integrated Solutions**



**About HealthStream**

HealthStream (NASDAQ: HSTM) is a leading provider of research and learning solutions for the healthcare industry. HealthStream focuses on turning “Insight into Action” for leading healthcare providers and suppliers through continuous measurement and adaptive learning.