Triage RN Competency Checklist

Education

- ◻ Online Pretest (optional)
- ◻ ED Triage Systematics two-day course (Live)
- ◻ Post test
- ◻ Triage Acuity Scale 5-Level (Live or Online)
- ◻ Post test
- ◻ Triage Clinical Expertise Adult/Pediatric or Triage Clinical Expertise Pediatric (Live or Online)
- ◻ Post test

Resources

- ◻ Read Triage Policies and Procedures
- ◻ Have on hand access to specific Acuity Scale authored literature for reference aid.
- ◻ Have on hand specific acuity scale quick reference aids
- ◻ Read and have immediate access to Advanced Triage Protocols
- ◻ Read and have access to Policy on Violence in the ED
- ◻ Read and have access to Policy on Suspected Victims of Intimate Partner Violence
- ◻ Read and have access to Policy on Victims of Sexual Assault
- ◻ Read and have access to Policy on Suspected Victims of Elder Abuse
- ◻ Read and have access to Policy on Suspected Victims of Child Maltreatment
- ◻ Read and have access to Policy on Horizontal Violence/Workplace Bullying

Demonstration of Competency

Triage RN competency is classified by three levels reflective of five stages identified by P. Benner (footnote): Novice/Advanced Beginner, Competent/Proficient, and Expert

Competency Level: Novice/Advanced Beginner

- ◻ The novice/advanced beginner triage RN does not function independently in the triage role. The novice/advanced beginner triage RN will demonstrate mastery of the following skills: Demonstrates clear understanding of EMTALA and HIPAA requirements.
- ◻ Obtains appropriate symptom driven chief complaints.
- ◻ Determines and documents acuity level using specific triage acuity scale. Utilizes the nursing process for all patients including nursing diagnosis, assessment, plan, implementation, and evaluation.

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- Initiates common nurse practice intervention/standards on presenting patients with corresponding documentation *(including ice, elevation, immobilization of musculoskeletal complaints with CMS and distal pulse checks to ensure neurovascular integrity as appropriate).*

Competency Level: Competent/Proficient

The competent/proficient triage nurse functions independently in the triage area. In addition to mastery of the novice/advanced beginner competencies the competent/proficient triage RN will:

- Consistently apply Principles of Triage.
- Perform and document the Rapid Triage Assessment on arriving patients *(Identifying and facilitating placement of patients who meet Immediate Bedding Criteria).*
- Verbalize and appropriately consider the three Immediate Bedding Criteria
  - *Obviously ill or injured (or nurse is able to quickly and confidently determine accurate acuity and appropriate disposition),*
  - *Open bed (available or able to obtain),*
  - *Available care provider (considering acuity of patient load).*
- Perform and document the Comprehensive Triage Assessment *(if Immediate Bedding Criteria not met).*
- Demonstrate ability to prioritize patients.
- Determine and document patient disposition.
- Implement "any open bed policy" appropriately.
- Initiate dual triage per department guidelines.
- Complete ED triage documentation accurately: capture essentials of triage assessment
- Reassess patients in waiting areas according to acuity scale objectives and/or reassessment policy *(Nursing practice reflects department policy).*
- Demonstrate understanding of rationale for considering "worst-case scenario" on every patient.
- Initiate appropriate nursing interventions and/or diagnostics *(by Advanced Triage Protocols according to hospital policy and standards).*
- Initiate appropriate Advanced Triage Protocols according to hospital policy and standards.
- Participate in peer review.
- Participate in triage chart audits.

Competency Level: Expert

In addition to mastery of the proficient/competent competencies the expert triage RN will:

- Participate in Triage Core Group.
- Participate in *developing and/or maintaining* triage competency standards including:
  - Education and mentoring

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- ENA standards
- Peer review
- Continuous Quality Improvement(CQI) via chart audits

- ☐ Complete Triage Core Group Peer Evaluations as defined by core triage group guidelines.
- ☐ Collaborate with physicians on developing new or reviewing existing protocols.
- ☐ Train technicians and assistants in eliciting appropriate (symptom-driven) chief complaints.
- ☐ Coordinate obtaining and/or creating and distributing waiting room literature *(e.g. Waiting Room Brochure).*
- ☐ Create a triage equipment list.
- ☐ Develop preceptor program and competency for new triage nurses.
- ☐ Assist with 5-level triage acuity scale training.
- ☐ Orient nurses to the triage area.
- ☐ Serve as a triage mentor/resource for nurses assigned to triage role.
- ☐ Serve as a triage mentor/resource for ancillary staff assigned to triage area.
- ☐ Participate in triage redesign and process improvement projects.

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