

Titre: Development and validation of an instrument to measure the quality of nursing triage in emergency departments

Author : Simon Ouellet, RN, MSc, PhD student.

Co-author : Mélanie Bérubé, RN, PhD.

Abstract

292/300 :

Problematic:

Triage plays a crucial role in emergency departments (ED), allowing patients to be prioritized and managed quickly based on the severity of their symptoms. To ensure efficiency and patient safety, quality assessment of nursing triage is essential. To this end, a team of Quebec researchers and clinicians have developed the Audit Triage (AT), an instrument for measuring the quality of nursing triage. As part of a master's research project, a methodological study was conducted to measure the interrater reliability of this instrument. Following the analysis of the results, 32% of the criteria demonstrated excellent or good interrater reliability while 67% of the criteria demonstrated poor or low interrater reliability.

Objective:

My doctoral project will continue my work by developing and validating an instrument to measure nursing triage quality in three phases.

Method:

Phase 1: Generated a pool of items from the scientific and grey literature, followed by an environmental survey of the different instruments used in Quebec ED.

Phase 2: Proceed to the validation of each of these items with the help of a group of experts (triage expert, doctor, nurse, manager). The Delphi technique will be used and each expert will have the chance to add, modify or remove items, until an 80 % consensus is reached.

Phase 3: Test the fidelity of the instrument using a prospective cohort study. This step is designed to ensure the stability of the measure over time as well as across different judges.

Expected Contributions:

This study will fill an important gap which will allow an advancement in the knowledge about the measurement and evaluation of triage quality. The ultimate goal is to ensure that access to emergency care remains safe for all patients and to highlight the importance of the triage nurse's role.