

Triage: Nursing's Most Challenging Job



Course Description

Triage has been described as one of the most challenging jobs a Registered Nurse must perform. It requires a plethora of skills including keen assessment skills, exceptional customer service skills, tremendous organizational skills and in-depth critical thinking skills. The question becomes, how does one master the art of triage?

This course is designed to provide participants with the foundational stones for triage. Participants will learn not only the foundational stones of this challenging skill, but also tips and tricks for dealing with difficult situations and figuring out challenging triage scenarios. The course is a mixture of didactic information, coupled with numerous challenging triage case studies that will require application of information learned and an abundance of triage “tips and tricks”—everything from dealing with drug-seeking behavior to gathering information from a non-compliant patient.

Nurses new to triage as well as nurses with years of experience in triage will find this course challenging and educational.

Key Learning Outcome

- After completing the program, 80% of participants will report an increase in knowledge that will positively impact their practice.

Program Objectives

This program prepares the learner to:

- Understand the process of triage.
- Assign an appropriate triage prioritization to various complaints at the triage desk.
- Verbalize how triage levels change based on patient age.
- Describe emergency interventions which are appropriate for various conditions at triage.

Agenda

Sign-in begins at 7:30 am. Each day includes a one-hour lunch (on your own), as well as a morning and afternoon break of 15 minutes each. The order of lectures presented and break times may vary according to speaker preference.

Day 1, 8:00 am to 4:30 pm

Fundamentals of Triage

Goals of Effective Triage | History of Triage | Types of Triage | The Nine Steps of Triage

Triaging Patients with Chest Pain and Respiratory Difficulties

Chest Pain | Breathing Difficulties | Cough

Triaging Patients with Abdominal Pain

Suspected Diagnosis by Location of Pain | Questions to Ask Patients with Abdominal Pain | Other Symptoms Associated with Abdominal Pain | Objective Findings

Triaging Patients with Genitourinary Complaints

Urine Characteristics | Suspected Diagnosis by Characteristic of Pain | Problems Specific to Males | Problems Specific to Females

Agenda

Day 2, 8:00 am to 4:30 pm

Triaging Patients with Neurological Complaints

Headaches | Head Trauma | Stroke Symptoms | Seizures

Triaging Patients with Ocular Emergencies

Subjective Ocular Findings | Objective Ocular Findings | Case Studies

Triaging Patients with Nasal and Ear Complaints

Nasal Complaints | Dizziness | Infections | Non-Auricular Findings that Point to Ear Disorders | Case Studies

Triaging Patients with Mouth, Nose and Throat Complaints

Dental Emergencies | Facial Trauma | Infections of the Throat | Neck Complaints

Triaging Patients with Wound and Orthopedic Injuries

Wounds | Animal Injuries | Joint Injuries | Orthopedic Assessments | Lower Back Pain

Triaging Special Patient Populations

Pediatric Patients | Geriatric Patients | Pregnant Patients

Accreditation

RN/LPN/LVN/Other: 14 Contact Hours

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If your profession is not listed, we suggest contacting your board to determine your continuing education requirements and ask about reciprocal approval. Many boards will approve this seminar based on the accreditation of the boards listed here.

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