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.

Program Learning Outcomes
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

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<tr>
<th>Time</th>
<th>Session Title</th>
<th>Details</th>
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<tr>
<td>0800</td>
<td>Fundamentals of Triage</td>
<td>Goals of Effective Triage</td>
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<tr>
<td>1045</td>
<td>Break</td>
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<tr>
<td>1100</td>
<td>Triaging Patients with Chest Pain and Respiratory Difficulties</td>
<td>Chest Pain</td>
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<td>1200</td>
<td>Lunch</td>
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<td>1300</td>
<td>Triaging Patients with Abdominal Pain</td>
<td>Suspected Diagnosis by Location of Pain</td>
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<td>1415</td>
<td>Break</td>
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<td>1430</td>
<td>Triaging Patients with Genitourinary Complaints</td>
<td>Urine Characteristics</td>
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<td>1630</td>
<td>Adjourn</td>
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Agenda

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

0800 Triaging Patients with Neurological Complaints
   Headaches | Head Trauma | Stroke Symptoms | Seizures

0900 Triaging Patients with Ocular Emergencies
   Subjective Ocular Findings | Objective Ocular Findings | Case Studies

0945 Break

1000 Triaging Patients with Nasal and Ear Complaints
   Nasal Complaints | Dizziness | Infections | Non-Auricular Findings that Point to Ear Disorders | Case Studies

1100 Triaging Patients with Mouth, Nose and Throat Complaints
   Dental Emergencies | Facial Trauma | Infections of the Throat | Neck Complaints

1200 Lunch

1300 Triaging Patients with Wound and Orthopedic Injuries
   Wounds | Animal Injuries | Joint Injuries | Orthopedic Assessments | Lower Back Pain

1400 Break

1415 Triaging Special Patient Populations
   Pediatric Patients | Geriatric Patients | Pregnant Patients

1630 Adjourn

Accreditation

RN/LPN/LVN/Other: 14 Contact Hours

MED-ED, Inc. is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation (ANCC).

MED-ED, Inc. is an approved provider by the following State Boards of Nursing: Florida/FBN 50-1286, Iowa/296, California #CEP10453.

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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