



Service Priorities and Programmes Electronic Presentations

Convention ID: 577

Submitting author: Miss Carenx LEUNG

Post title: Department Operations Manager, Queen Elizabeth Hospital, KCC

Audit on the compliance of nursing standards in triage of unscheduled appointment in SOPD, Department of Clinical Oncology

Leung WYC(1), Lee LH(1), Chan SW(1) Lo YF(1)

(1) Department of Clinical Oncology, Queen Elizabeth Hospital

Keywords:

unscheduled appointment

triage

Oncology

Introduction

This audit is to assess all patients presenting in outpatient department of clinical oncology in QEH with an unscheduled appointment with timeliness of treatment and the triage nurse compliance to the new triage system.

Objectives

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Methodology

Retrospective record reviews from 2 Mar 2015 to 27 Mar 2015. A structured audit form based on the 9 set standard criteria was used for data collection. Data were extracted from OPAS. Retrospective case note analysis by collected the data through the electronic patient record, patient medical record, and "ODD" case Attendance Record.

Result

A total of 88 samples were collected from 2 to 27 Mar 2015. The audit criteria for the waiting time for triage was 10 minutes. The compliance rate was 93.48%. The waiting time from presentation to disposal within 90 minutes was 93.48%. The overall compliance rate was 94.92%. The compliance rate for criteria 2 "Adequate objective assessments are taken to determine the triage category" was the lowest with 84.09%. Most staff missing the objective data were respiratory rate even for patient presenting symptoms of SOB, fever or chest discomfort. The compliance rate for criteria 4 " Drug allergy history is taken" was the 2nd lowest with 88.64%. The audit exercise served as a performance indicator for the nursing triage system in SOPD. The overall compliance was good. The enhancement of compliance should be focused on the staff knowledge, awareness and attitude in collecting the objective data as to enhance quality triage system.