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Continuous Quality Improvement Program to Standardize Nursing Scope of Practice on Triage Process in Emergency Department New Territories East Cluster

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Introduction

In New Territories East Cluster (NTEC) acute hospital, each Emergency Department (ED) has their own definition of Scope of Practice (SOP) on triage process to suit their individual service needs.

Objectives

This program aims to strengthen clinical governance on SOP on triage process among three EDs. The objectives are to:

1. Identify the discrepancy of SOP among three EDs in NTEC;
2. Standardize the nursing SOP on emergency triage process in NTEC, with regards to qualification of triage nurse, training and experience, clinical competence and outcome monitoring;
3. Develop a standardization template of SOP on triage process for emergency setting in NTEC;
4. Ensure patient safety with triage appropriateness within 95%.

Methodology

This is a Continuous Quality Improvement (CQI) / cluster level program, using Nolan approach PDSA (Plan, Do, Study, and Act) quality improvement cycle to standardize nursing SOP on triage process. Execution period starts from October 2016 to December 2016.

Plan

A Triage Standardization Task Group was established which involves representatives from North District Hospital, Prince of Wales Hospital and Alice Ho Miu Ling Nethersole Hospital, to examine the discrepancy of SOP among three A&Es. Cause-and-effect diagram (fishbone diagram) was adopted to identify the potential contributing factors affecting the differences in SOP.

The first Triage Standardization Task Group meeting was held on October 2016 to

discuss the logistics workflow in standardization process

Result

In response to the discrepancies identified by fishbone diagram, four consensuses were achieved by Triage Standardization Task Group to overcome the problem, in regards to qualification of triage nurse, training, competence criteria and outcome measurement.

Establish individual triage workgroup as clinical governance body in three EDs. The alignment template of SOP on triage process in NTEC was finalized and submitted to “NTEC Nursing Workgroup on Credentialing” for endorsement in November 2016.

The standardization of SOP regarding triage process in emergency setting within NTEC will be uploaded in iCND NTEC and individual iA&E SOP for staff information.

Conclusion

A standardization of nursing SOP in triage process among three EDs in NTEC assures the clinical competency of triage process, as well as to enhance patient safety and confer public confidence during their journey in emergency department.