

CENTRAL VIRGINIA HEALTH SERVICES

TRIAGE

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CHC LEADERSHIP INSTITUTE LEARNING PROGRAM 2018-19

CAPSTONE TEACHBACK: JUNE 12, 2019



1. Focus

Our focus was to use a uniformed method of triage throughout our organization.



2. Team

Our team members are:

- Holly Taylor
- Sierra Edward
- Marie Scott
- April Woods

3. Need

Our project need :

- Each of our sites has a different way of handling triage, this means we do not have one triage protocol that our whole organization follows.
- Our project aimed at finding a triage software that would benefit our organization.



4. Objective

- To find a triage software that meets the needs of Central Virginia Health Services.
- This triage software program would allow us to have a uniform triage protocol.



5. Assets

- We focused on using two different triage softwares
- Clear Triage
- Triagelogic
- Holly at HCWF created a survey about each software, so pros and cons could be discussed.



6. Action Strategies

- Clear Triage allowed our sites to participate in a 30 day free trial demo
- Triagelogic did not provide a free demo, but we were able to watch a video about the software
- We sent surveys to different sites to evaluate both softwares

Clear Triage Demo Video

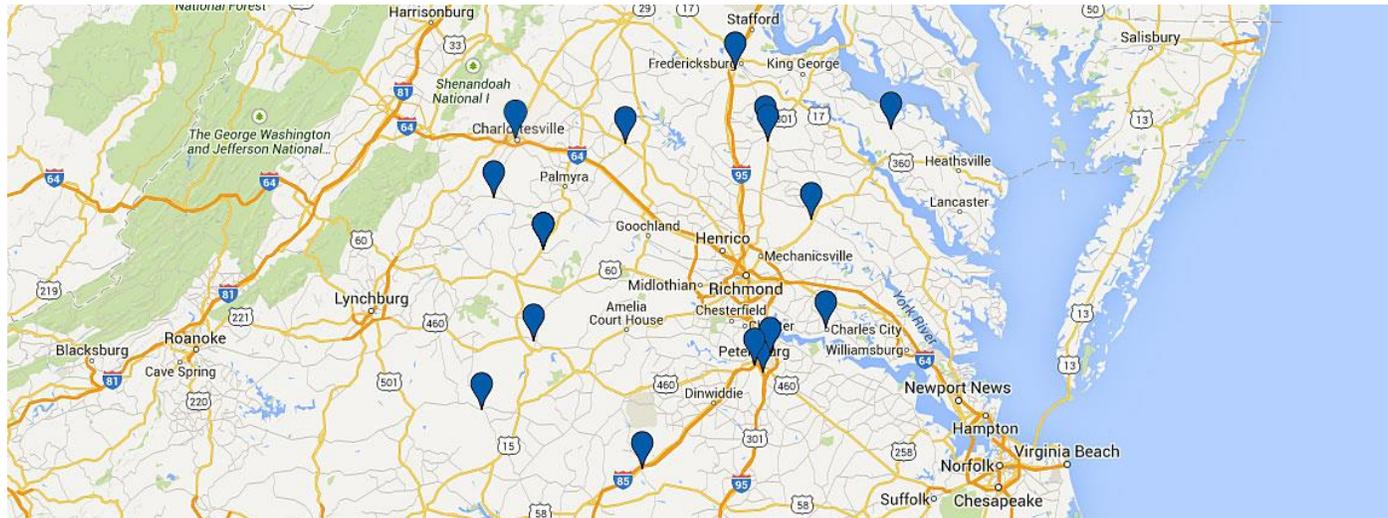


Triage Logic Demo Video



7. Team Development

- We communicated with each other through phone calls and emails
- We did struggle with working on this project due to everyone working at different sites and having other obligations



8. Testing & Refinement

- We came up with our main focus, which was to test software to see if it was beneficial in helping our organization with a triage protocol.
- Each site has a different way of handling triage, this means we do not have triage protocol that our organization follows. Our committee feels this is an issue that needs to be re-evaluated (Discuss)
- We had triage nurses evaluate both softwares

9. Results to Date

- CHCRR site found Clear Triage beneficial to provide a rapid initial assessment. Software was user friendly. Our site does not offer open access, so we found the software to be beneficial
- CCRHS found Clear Triage to be very user friendly. It provided a detailed template of questions to ask triage patient. Website also allowed you to copy and paste your triage note into our EMR. Our site does offer same day appointments, so software was not used that often
- HCWF found Clear Triage to be easy to use, it can be learned quickly. Many protocols are available to chose from. It was very compatible with our EMR. Our site also offers same day appointments, so the software was not used that often
- WMC found Clear Triage to be a helpful resource, however we offer we offer same day appointments and did not use the website that often
- Triage logic was not used by any site, due to no free trial being offered. However, their website offers many different protocols to chose from. They also provide an answering service for triage and provide hospital follow up calls

10. Lessons Learned

- We found our initial focus was too broad. We were trying to have a generalized conformity among all sites for triage instead of just focusing on using a triage software
- The triage software was not a helpful resource to all sites, as some sites offer multiple same day appointments and walk ins. Due to same day availability, we feel some sites wouldn't use the software to its full potential as directed.
- We found that meeting for this project proved difficult due to geographical settings

11. Success Story

CHCRR site had a staffing issue. We had an overwhelmingly large patient population and a small staff. The supply was unable to meet the demand. Our front desk was booking patients in triage slots at their own discretion. This made patient appointments unavailable for those who really needed them. At CHCRR we were able to take a nurse off the floor and assign them to be the triage nurse. Our nurse found the software was helpful in cutting out unnecessary appointments and triage slots were filled appropriately.

12. Next Steps

Have more of our sites test out triage software

Explore financial aspects

Continue to work together to establish an updated triage protocol

**TAKE
THE
NEXT
STEP...**

