Expediting Patient Interventions in the Urgent Care Setting Utilizing our Triage Process

Rachel Lucas, DO, Katherine Kretzschmar RN, DNP, Lisa Scherer, RN, Ilana Cabrera, MSN, RN CPNP

CHILDREN’S HOSPITAL OF WISCONSIN

Background
- CHW has 7 stand alone outpatient urgent care clinics
- Nursing scope of practice includes triage assessment
- Pediatric patients decompensate quickly and early recognition is key to patient safety
- Limited resources for life saving measures in urgent care settings
- Triage can help identify ill patients and institute treatment plans efficiently

Aim
Decrease time to intervention by 10% over 12 months from triage initiation

Methods
- QI methodology with PDSA cycles
  - A pilot triage process was started 11/2016 at New Berlin clinic (+)
  - Universal triage process implemented at all sites 9/2018 (+)
  - Data collected by Insight database system and manual chart review where needed

Outcome measure:
- Time to nebulized albuterol
- Time to nebulized racemic epinephrine
- Time to x-ray for injury

Process measure:
- Time to vitals

Balance measure:
- Total visit time for all patients

Results: Outcome Measures

Results: Process and Balancing Measures

Conclusions:
- Albuterol nebulizer run chart shows non random data, just shy of meeting a shift criteria. Shows overall decrease in time to intervention since initiation of pilot triage process
- Racemic epinephrine run chart shows random data, however aim was met; 10% decrease in each 12 months. Time remains closer to median as patient volume increases from Q3 2018 - Q2 2019
- X ray order run chart shows random data. At least 10% decrease in time to x ray order was met in each 12 month period
- Not able to determine special cause variation for racemic epinephrine or x ray orders
- There is no negative effect on overall clinic efficiency with new process

Limitations:
- Seasonal variation makes data trends difficult to appreciate
- Data only from 1 out of 7 sites for albuterol and x-ray orders, no global conclusions can be made
- Staff volume, personal comfort and experience levels in triage vary

Next steps:
- Re-education for all staff on triage process
- Evaluate pain management in the triage setting
- Eliminate seasonal variation in data using control charts techniques
- Investigate reason for inconsistent identification of patients in need of albuterol, racemic epinephrine, and other possible processes affecting time to nebulized treatment for patients

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