

# DOES A TEAM TRIAGE MODEL DECREASE LEFT WITHOUT BEING SEEN RATES?

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## PRACTICE PROBLEM

- Nationally, there are 145 million emergency department (ED) visits each year (Frisch et al., 2020).
- Nationally, 2.68 million patients leave the emergency department without being seen (Jesionowski et al., 2019).
- Patients who leave without being seen (LWOBS) experience delayed diagnosis, treatment, and poor patient outcomes that may impact mortality (Spencer et al., 2019).
- The national average of patients who leave the emergency department without being seen is 3.1%, and the national goal is less than 2%, according to the Emergency Department Benchmarking Alliance (Spencer et al., 2019).
- The LWOBS rate at the practicum site was 4.6%.

**Project Aim:** To decrease the number of emergency department patients who leave without being seen.

## PRACTICE QUESTION

For patients presenting to the emergency department, does the implementation of the team triage model, compared to current practice, impact the left without-being-seen rate in 8-10 weeks?

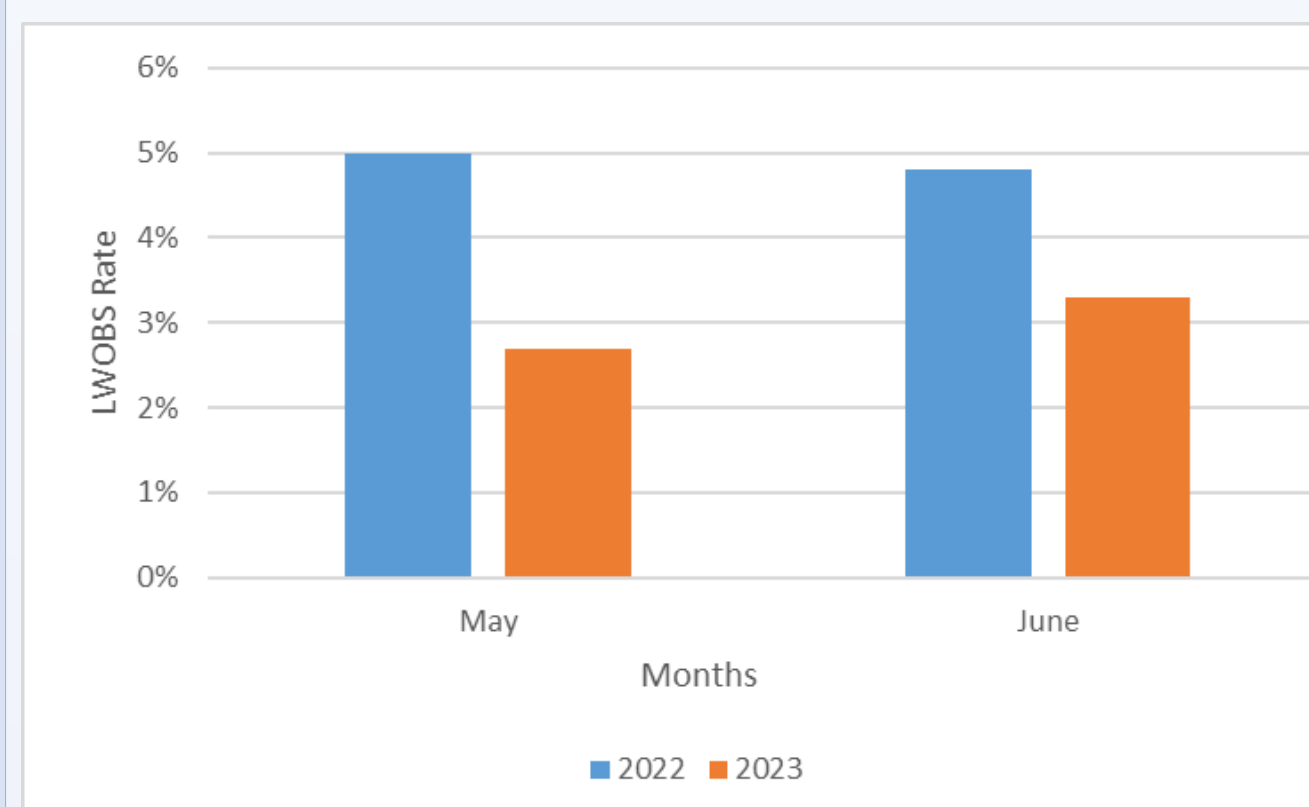
## METHODOLOGY

- **Translational Science Model:** Translation to Knowledge Framework.
- **Setting:** Community Hospital with a 30-bed emergency department.
- **Population:** 6451 ED patients.
- **Inclusion Criteria:** ED patients arriving from 1200-2000 hours on Monday, Tuesday and Thursday who self convey.
- **Exclusion Criteria:** Patients with a mental health chief complaint, or an emergency severity index score of I.
- **Intervention:** Team Triage (Corkery et al., 2021)
- **Summative Evaluation:** Pre and post intervention LWOBS rates were compared to determine if there is a reduction
- **Formative Evaluation:** A compliance checklist was completed daily.
- **Outcome:** Decrease LWOBS rates.
- **Data Collection:** LWOBS rate pre and post intervention.
- **Data Source:** Data extraction from patient's electronic medical record
- **Data Analysis:** Chi-Square Test
- **Timeframe:** Total implementation time was 10 weeks. Intervention implementation was 9 weeks.

## RESULTS

- A significance level ( $\alpha$ ) of 0.05 was determined, and the Chi-square p-value was 0.049.
- The implementation of team triage decreased the rate of patients who leave without being seen by 1% over nine weeks compared to the previous year.

Left Without Being Seen Rates



- Patient satisfaction in the pre-implementation phase was in the 10<sup>th</sup> percentile, compared to the implementation phase, where patient satisfaction increased to the 51<sup>st</sup> percentile.
- Team triage increased revenue by \$16,000 which was lost previously when patients left without being seen

## IMPLICATIONS

- Implementation of the team triage model:
- Increased patient satisfaction related to decreased door to provider assessment times and decrease suffering through earlier treatment (Spencer et al., 2019).
  - Contributed to nursing practice improvements by focusing on collaboration amongst the team members resulting in higher quality and safer patient care focused on individualized patient plans of care (Corkery et al., 2021).
  - Increased revenue for the organization that is currently lost when patients leave without being seen (Corkery et al., 2021).

## CONCLUSIONS

The implementation of a team triage model demonstrated a reduction in patients who leave without being seen, increasing patient satisfaction, decreasing suffering and poor patient outcomes while increasing organizational revenue.

## REFERENCES

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