

# Innovative Educational Model

## in the Education of the Emergency Department Nurse

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### Background

Overcrowding in their emergency departments has led to many patients not receiving appropriate timely care, which may result in delays in treatment, adverse events, and even death. Critical thinking is necessary for the triage or “sorting” and the identification of the ill patient is an important process to avoid adverse events. Education improves the process of identifying patients according to their acuity and decreasing poor outcomes.

### Purpose

To examine an innovative education delivery model of the triage process to increase knowledge and critical thinking of registered nurses in the emergency department.

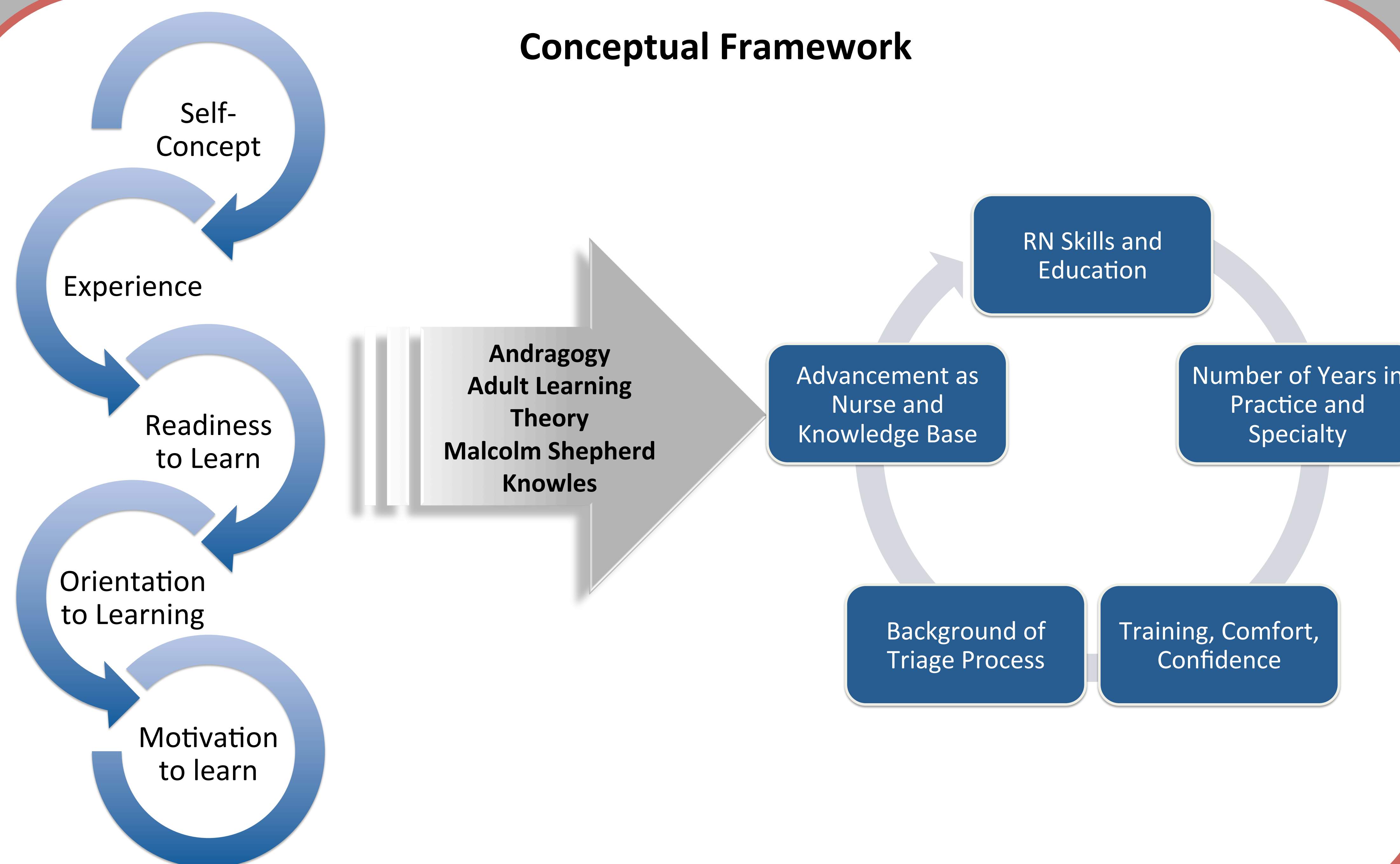
### Results

Mean age=33.5  
Number or years in practice=10.4  
Triage patients=6 (54%)  
Number of years in triage=7.2  
Participants would recommend course to others N=11(100%)

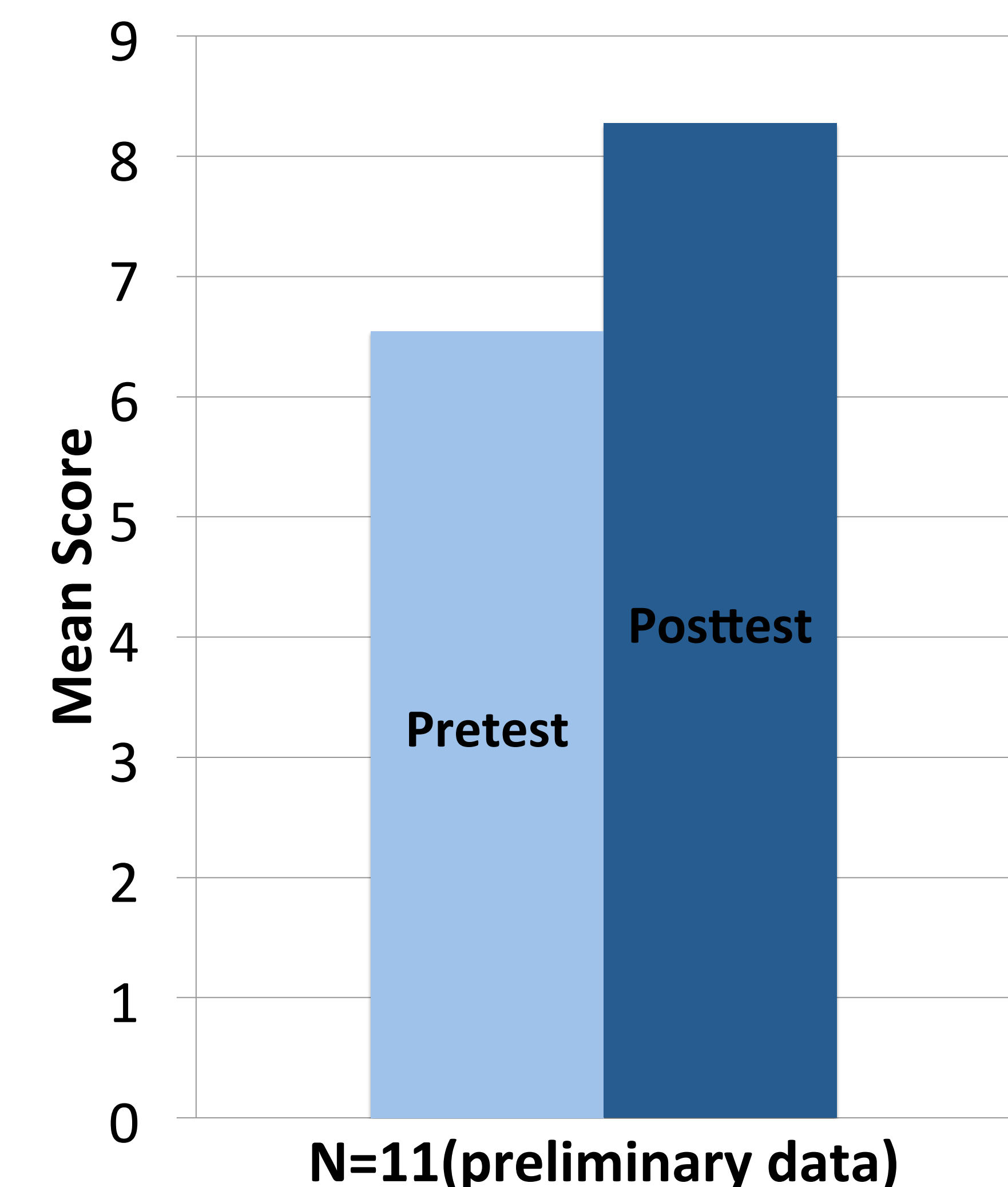
### Methods

- NP lead mix methods educational program
- Nurses were educated using:
  - Power-point presentation
  - Role-playing with paper models
  - Case Studies
  - Preceptorship
- Prospective Study
- N=30
- Evaluation via:
  - Pre/Post Test
  - Likert Scale Survey
  - Observation of Triage Performance
- T-Test analysis used to examine effectiveness of educational program

### Conceptual Framework



### Overall RN Scores



### Implications and Conclusions

- Education is an integral part of daily nursing practice. Consistency and formal training is the key to influencing the accuracy of the triage process.
- Health care reform has required medical systems to implement new policies and procedures to improve patient care.
- Data obtained from this study will further help providing education for new practices in the emergency department.

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Hospitals in recent years have shown an increase in overcrowding in their emergency departments due to hospital closures, lack of primary care and an aging population. Many patients are not receiving appropriate timely care, which may result in delays in treatment, adverse events, and even death. “Triage is defined as the process of sorting and prioritizing patients for care” [1] Critical thinking is necessary for the triage or “sorting” and the identification of the ill patient, it is an important process to avoid adverse events. The purpose of this study is to demonstrate an innovative education delivery model of the triage process to increase knowledge of registered nurses in the emergency department. This curriculum development will improve knowledge base of nursing staff; improve staff satisfaction and competency of care. This will be a prospective to study the effect of nurse practitioner (NP) led educational program for registered nurses. Nurse Practitioner will educate Registered Nurses (RN) in the emergency department of an urban emergency department. Education will occur via mix educational methods of a PowerPoint presentation, role-play with use of paper models, case study and preceptorship. A convenience sample of (n=30) will be used. Registered nurses will perform two exams one prior education intervention and a post-test after intervention. They will also complete a survey via Likert scale to evaluate satisfaction and effectiveness of program. Finally, participants will be observed for accuracy of triage of patients in the Emergency Department to complete necessary competency of care of patients. Throughout the entire educational process registered nurses will be able to ask questions and be involved in an open discussion forum. Nurses will be allowed to debrief events in case studies and observational assessments of patients. Evaluation of program will occur through post-test, survey of program, appropriate triage level and disposition of patient. Preliminary data suggests improvement in nurses’ knowledge of triage system and satisfaction in program.

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