

Examining the Relationship of Accurate ESI® Triage Scores to Emergency Department Nursing Attitudes and Experience

Andrew Martin BSN, RN, PHRN, CEN
Lehigh Valley Health Network, Andrew_S.Martin@lvhn.org

Anne Panik MS, RN, NEA-BC
Lehigh Valley Health Network, Anne.Panik@lvhn.org

Courtney Vose RN MSN CEN
Lehigh Valley Health Network, Courtney.Vose@lvhn.org

Charlotte Buckenmyer RN, MS
Lehigh Valley Health Network, Charlotte.Buckenmyer@lvhn.org

Paul Delpais RN BSN CEN
Lehigh Valley Health Network, Paul_A.Delpais@lvhn.org

See next page for additional authors

Follow this and additional works at: <https://scholarlyworks.lvhn.org/patient-care-services-nursing>



Part of the [Emergency Medicine Commons](#), and the [Nursing Commons](#)

Let us know how access to this document benefits you

Published In/Presented At

Martin, A., Panik, A., Vose, C., Buckenmyer, C., Delpais, P., Micucci, K., Kane, B., Badillo, K., Ortiz, M., Celia, C., Guelzow, M., Bechtel, E., Cruz, M., Hatmaker-Garris, N., Dickson-Watner, T., Karoly, E., Pasquale, M., & Davidson, C. (2009). *Examining the relationship of accurate ESI® Triage scores to emergency department nursing attitudes and experience*. Poster presented at: The Eastern Nursing Research Society 21st Annual Scientific Sessions, Boston, MA.

This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact LibraryServices@lvhn.org.

Authors

Andrew Martin BSN, RN, PHRN, CEN; Anne Panik MS, RN, NEA-BC; Courtney Vose RN MSN CEN; Charlotte Buckenmyer RN, MS; Paul Delpais RN BSN CEN; Keith D. Micucci RN BSN PHRN CEN; Bryan G. Kane MD; Kimberly Badillo RN; Michele Ortiz RN BSN CEN; Cheryl Celia RN CRNP; Michael Guelzow BSN CEN; Eileen Bechtel RN; Maria Cruz RN; Nikki Hatmaker-Garris RN, BSN; Traci Dickson-Watner RN. BSN; Elizabeth Karoly RRT MBA; Mae Ann Pasquale PhD, MSN, RN; and Carolyn L. Davidson RN CCRN CPRN PhD©

Examining the Relationship of Accurate ESI® Triage Scores to Emergency Department Nursing Attitudes and Experience

Andrew Martin RN PHRN CEN, Anne Panik RN MS NEA-BC, Courtney Vose RN MSN CEN, Charlotte Buckenmyer RN MS, Paul Delpais RN BSN CEN, Keith Micucci RN BSN PHRN CEN, Bryan Kane MD, Kimberly Badillo RN, Michele Ortiz RN BSN CEN, Cheryl Celia RN CRNP, Michael Guelzow BSN CEN, Eileen Bechtel RN, Maria Cruz RN, Nikki Hatmaker-Garris RN BSN, Traci Dickson-Watner RN BSN, Elizabeth Karoly RRT MBA, Mae Ann Pasquale RN MSN CCRN, Carolyn Davidson RN CCRN CPRN PhD(c), LVHN Emergency Department staff and the Healthcare Research Team.

Lehigh Valley Health Network, Allentown, Pennsylvania

Background:

The nationwide nursing shortage, coupled with the increasing volumes of Emergency Department (ED) patient visits, is an emerging threat to patient safety and quality care. ED nurses who can exhibit professional values and essential competencies in providing patient centered care will ultimately contribute to an optimal patient outcome.

Based on descriptive literature, factors identified to accurately triage include: experience and “gut feeling” (Cone & Murray, 2002); education, experience, and empathy (McNair & Gurney, 2005); and, caring, genuine concern and advocacy for the patient (Wiman & Wikblad, 2004).

The AACN synergy model (2007) encompassed the two predictor variables of experience and attitude and provided the theoretical framework for this study.

Setting and Sample:

ED nurses working in a three-site tertiary care, Magnet-designated facility, which annually exceeds 120,000 ED patient visits.



Hypothesis:

Emergency nurse experience and attitude toward triage will affect a nurse’s ability to accurately triage ED patients.

Methods:

Measurement tools:

- Caring Nurse-Patient Interactions Scale® (CNPI-23)
- Triage Attitudes Survey
- Nurse Characteristic Collection Tool
- Triage Case Tracking Tool for ED nurses
- Triage Research Retrospective Review for raters

Raters:

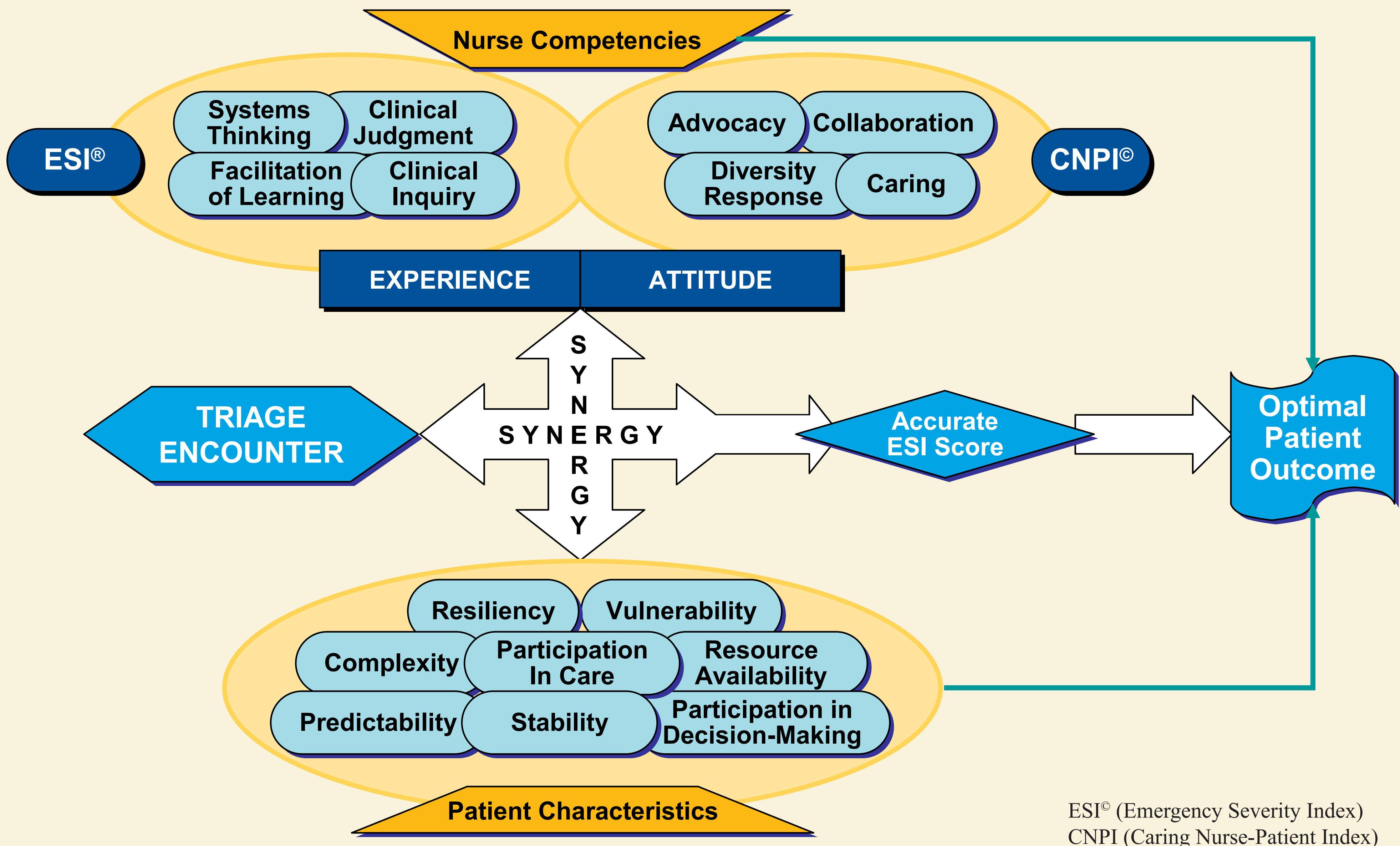
- Clinical experts identified by clinical leadership as proficient in ESI® scoring

Interrater Reliability:

- Established using 50 case scenarios with Kappa statistic exceeding .80.



Accurate ESI® Score: Application of AACN Synergy Model



ESI® (Emergency Severity Index)
CNPI (Caring Nurse-Patient Index)

Analysis:

A descriptive correlational design will be used to describe the study sample and examine the relationships between experience, attitude, and accuracy of ESI® scoring for ED nurses.

Conclusions:

- This study is currently in the later stages of data collection.
- The outcomes of the study will contribute to the science of emergency nursing and have implications for developing a successful triage orientation program that could be applied to any emergency department.
- The primary investigator is a bedside staff nurse who has been supported by nursing administration, the nursing research department, and emergency physicians.

References:

AACN (2007). AACN Synergy Model.

Cone, K. and Murray, R. (2002). Characteristics, insights, decision making, and preparation of ED triage nurses. *Journal of Emergency Nursing*, 28(5), 401-406.

Cossette, S., Cote, J.K., Pepin, J., Ricard, N. and D’Aoust, L.X. (2006). A dimensional structure of nurse-patient interactions from a caring perspective: Refinement of the Caring Nurse-Patient Interactions Scale (CNPI-Short Scale). *Journal of Advanced Nursing*. 55, 198-214.

Wiman, E. and Wikblad, K. (2004). Caring and uncaring encounters in nursing in an emergency department. *Journal of Clinical Nursing*, 13, 422-429.