

Jordanian Emergency Nurses' Triage knowledge, skills and Associated Nurses-related Factors: A cross-sectional study.

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Abstract

Emergency department triage was a big step forward in managing and organizing the care in the emergency departments and reducing patient crowding. To get an accurate triage process in the emergency departments we must focus on who does triage, which is mostly those in the nursing profession. This study was conducted to assess triage knowledge and triage skills among emergency department nurses, and to explore the relationship between nurse-related characteristics and triage knowledge and triage skills. A cross-sectional design was used. One hundred and seventy-five nurses from three different hospitals participated in the study. The results show that the level of triage knowledge among Jordanian emergency nurses is poor, while the level of total triage skills among Jordanian emergency nurses is excellent. Moreover, the results indicated positive relationships between all nurse-related characteristics (age, experience in nursing, experience in emergency department, experience in triage room) and triage knowledge among Jordanian

emergency nurses ($r = 0.215$, $p = 0.004$, $r = 0.230$, $p = 0.002$, $r = 0.242$, $p = 0.001$, $r = 0.187$, $p = 0.013$, respectively) and another positive relationship between working experience as a nurse in the emergency department and working experience as a nurse in the triage room with total triage skills. The findings provide a better understanding of triage knowledge and skills among ER nurses and suggest that the continuing education and training courses related to triage are important to improve the triage knowledge and skills among emergency department nurses.

Keywords: *emergency department; triage; triage knowledge; triage skills*