

Abstract

Emergency departments (ED), have long wait times that have increased each year while the timeframe has reached above the national average of 24 minutes (Bristol, et. al., 2014). The long wait times have led to patient dissatisfaction, safety issues, and health concerns (Chan, 2014). When a patient arrives to an ED, an internal metric clock that starts the moment they are registered. This clock is evaluated and placed into a national data base. When the clock starts the provider must see that individual in a timely manner based on their chief complaint. The national system that all emergency departments use to evaluate a patient is: Emergency Severity Index (ESI), and the patient's chief complaint. Emergency departments needs to decrease their door to provider timeframe and obtain one that is closer to the national average (Bristol, et.al., 2014). To obtain the goal of decreasing the timeframe EDs need to add a pivot nurse to the waiting room. A pivot nurse is an intake nurse that obtains the patients chief complaint, vital signs and assigns an ESI, the provider then signs up for the patient. The leadership teams of emergency departments are able to guide the process and keep the goal at the front of the vision for each day.

Keywords: pivot nurse, triage, leadership