

Power Point Abstract

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Abstract

The increasing number of patients visiting the emergency room has caused overcrowding and overwhelmingly long wait times in the emergency room, resulting in increased patient volume in the urgent setting. The increase in patient volume has caused an increase in patient wait times as well as delayed evaluations by the healthcare providers in the urgent care setting. This quality improvement project aimed to decrease the timeframe of door to provider by implementing a Triage Algorithm Protocol (TAP) project, which included training for nursing and ancillary staff in the TAP, patient throughput, and standardized protocols. This was demonstrated by utilizing evidence-based clinical research and theoretical methods to develop a Triage Algorithm Protocol that will best fit the urgent care setting. The TAP was shown to have a positive impact in the urgent care setting by reducing door to provider time in correlation with nurses' prioritization and delegation skills.

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