Questionnaire:

Triage in Norwegian emergency departments (EDs)
Information on completion of the questionnaire

Assess the questions in the order in which they appear. Even though some questions may appear to be similar, it is important that you respond to all of them.

Please respond to each question by selecting one or several alternatives. Some of the questions are open-ended or have a field for entering comments; here you must respond by entering text. Instructions are provided in the questionnaire.

An estimated 15 minutes will be required to complete the form. The responses will be collected by telephone at a time to be agreed; this is estimated to require approximately 30 minutes.

If something appears unclear, this can be clarified during the telephone interview, or you can contact Stine Engebretsen by mobile telephone 41126253.

Thank you for taking the time to complete the questionnaire!
Questions concerning the EDs’/the hospital’s demographics:

1. How many emergency patients did the ED receive in 2009 (or in 2008 if the figures for 2009 are not yet available)?

   Write the number (if you are uncertain, write the approximate number): _________________

2. How many of these were treated as outpatients or sent home from the ED? (If the ED operates its own outpatient clinic, please enter these figures separately)

   Write the number (if you are uncertain, write the approximate number):
   __________________________________________________________________________
   __________________________________________________________________________

3. How many people live in the hospital’s catchment area?

   Write the number (if you are uncertain, write the approximate number): _________________

4. What functions does the hospital fill?
   (Cross all that apply)

   □ Local hospital
   □ University hospital
   □ Other function (please specify):
     __________________________________________________________________________
     __________________________________________________________________________
     __________________________________________________________________________
5. Does the ED perform tasks other than receiving emergency patients?
   (Cross all that apply)

   □ Receiving waiting-list patients
   □ Operating an acute or injury outpatient clinic
   □ Operating a regular outpatient clinic
   □ Operating medical on-call services
   □ Operating an emergency medical dispatch centre
   □ Operating an observation ward
   □ Other roles (please specify):

   __________________________________________
   __________________________________________
   __________________________________________

6. On what basis are patients commonly assessed with regard to degree of urgency?
   (Cross all that apply)

   □ No need for assessment of degree of urgency, all patients are seen by a doctor immediately
   □ Patients are not assessed with regard to degree of urgency
   □ Arrival time/waiting time
   □ Clinical assessment based on the patient’s signs and symptoms
   □ Preliminary diagnosis / presenting complaint
   □ Other basis (please specify):

   __________________________________________
   __________________________________________
   __________________________________________

   □ Don’t know
If the patients are not assessed with regard to their level of urgency, you need not answer any more questions. Thank you for your kind assistance!

7. Which term is used in your ED to denote assessment of patients with regard to their level of urgency?
   (Cross all that apply)
   
   ☐ Triage
   ☐ Assessment of level of urgency
   ☐ Sorting
   ☐ Prioritisation
   ☐ Other term (please specify): ____________________________
   ☐ No special term

In the following, the term “triage” will be used to denote assessment of patients with regard to their level of urgency.

8. Is triaging of patients undertaken systematically in your department?
   (Cross one)
   
   ☐ Yes
   ☐ No
   ☐ No, but a systematic approach is being planned
   ☐ Don’t know

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
What is the reason for implementation of triage?
(Cross all that apply)

☐ An increasing number of patients relative to personnel resources
☐ An increasing number of patients relative to available space
☐ To ensure that the most ill patients are seen first
☐ To ensure equality in the approach to and assessment of all patients
☐ To achieve a better flow of patients
☐ To achieve better use of resources
☐ Experienced adverse events
☐ Shortcomings reported by the Board of Health Supervision after inspection
☐ Don’t know
☐ Other reasons (please specify):
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

9. How many levels of urgency are being used for triage?
(Circle the appropriate number)

1 2 3 4 5 6 7 8 9 10 >10

10. Please describe in your own words the time aspect for each level of urgency (For example: level 1: immediate medical attention; Level 2: medical attention within 15 minutes etc):
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
11. How are the levels of urgency being documented?
   (Cross all that apply)
   
   □ Not documented
   □ Figures
   □ Letters
   □ Colours
   □ Other (please specify):
   
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________

12. Which triage scale is being used? (respond if relevant)
   (Cross one)
   Is used: Is foreseen:
   
   □ □ Manchester Triage Scale (MTS)
   □ □ Stavanger University Hospital’s triage scale
   □ □ Medical Emergency and Treatment Scale (METTS)
   □ □ Emergency Severity Index (ESI)
   □ □ Australasian Triage Scale (ATS)
   □ □ Canadian Emergency Department Triage and Acuity Scale (CTAS)
   □ □ Other scale (please describe briefly):
   
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
13. Describe any changes that you have introduced to the triage scale (respond if relevant, also if any such changes are foreseen):
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

14. What experience has the ED had from the use of this scale? (respond if relevant)
   Experience refers to, for example, user-friendliness, time use, degree of over- and under-triaging etc.
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

15. Does the personnel have access to other systems for decision-making support?
   “Decision-making support” refers to, for example, guidelines or algorithms that can guide the staff members in making decisions regarding a patient’s level of urgency.
   (Cross all that apply)

   ☐ Yes, on paper
   ☐ Yes, in electronic format
   ☐ No
   ☐ Don’t know

   If yes, could you please briefly describe the kind of data that are embedded in the system for decision-making support?
   Data refers to, for example, the patient’s signs and symptoms, the patient’s vital signs, the patient’s preliminary diagnosis/presenting complaint etc.
______________________________________________________________________________
16. Does the department have any specific goals with regard to triage?
   (Cross all that apply, add comments in the field provided as appropriate)

   □ No
   □ Don’t know
   □ Yes, specification of how quickly after arrival the patient should be triaged
   □ Yes, specification of how long the triage should take
   □ Yes, a level of urgency should be documented for all patients
   □ Other goals (please specify):

   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________

   Comments:
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________

17. How does the department evaluate these goals?
   (Cross one)

   □ Not relevant
   □ With the aid of statistics from the hospital’s ICT systems (the administrative system for patients, patient records etc.)
   □ With the aid of manual measurement of data from paper-based patient records/other paper-based records
   □ Other methods (please specify):

   __________________________________________
   __________________________________________
   __________________________________________
18. Are there any guidelines as to the kind of personnel who should perform triage?
   
   (Cross one)
   
   □ Yes, local guidelines
   □ Yes, regional guidelines
   □ Don’t know
   □ No

19. Which personnel triages the following patients:
   
   (Cross two or more)
   “Walking” refers to patients who arrive at the ED by themselves, while “supine” refers to patients who arrive by ambulance.

<table>
<thead>
<tr>
<th>Personnel</th>
<th>Mode of arrival</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Walking</td>
</tr>
<tr>
<td>Doctor</td>
<td></td>
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<tr>
<td>Nurse</td>
<td></td>
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<tr>
<td>Assistant nurse</td>
<td></td>
</tr>
<tr>
<td>Health secretary</td>
<td></td>
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<tr>
<td>Other (specify in words)</td>
<td></td>
</tr>
</tbody>
</table>
20. Which requirements does the department specify with regard to the training and experience of its triage personnel? (Cross all that apply. Specify with figures or text where appropriate)

<table>
<thead>
<tr>
<th>Triage personnel</th>
<th>Years of experience (specify)</th>
<th>Years of ED experience (specify)</th>
<th>Triage training in the department</th>
<th>post-graduate training (specify)</th>
<th>Other (specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor</td>
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<tr>
<td>Nurse</td>
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<tr>
<td>Ass. nurse</td>
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<tr>
<td>Health secretary</td>
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<tr>
<td>Others (specify)</td>
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</tbody>
</table>

Comments:
___________________________________________________________________________
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21. What does the department’s triage training consist of? (Respond if relevant)
(Respond if relevant. Specify in text as appropriate. Please specify the duration of the training wherever relevant)

<table>
<thead>
<tr>
<th>Triage personnel</th>
<th>Classroom training</th>
<th>Simulation/Case practice</th>
<th>E-learning</th>
<th>Peer training</th>
<th>Other (specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor</td>
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<tr>
<td>Nurse</td>
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<tr>
<td>Ass. nurse</td>
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<tr>
<td>Health</td>
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</tbody>
</table>
22. Is the ED at any time staffed with designated triage personnel?

“Designated triage personnel” refers to personnel who have been assigned the task of performing triage during the duty period in question.

(Cross one)

☐ Yes, they perform only triage during the duty period in question
☐ Yes, but they also perform tasks other than triage during the duty period in question
☐ No
☐ Don’t know

23. At what times of the day is the ED staffed with designated triage personnel? (Respond if relevant)

(Cross all that apply and specify the number of staff)

<table>
<thead>
<tr>
<th>Weekdays:</th>
<th>Morning</th>
<th>Afternoon</th>
<th>Evening</th>
<th>Night</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage personnel</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Doctor</td>
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<tr>
<td>Nurse</td>
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<tr>
<td>Assistant nurse</td>
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<tr>
<td>Health secretary</td>
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<tr>
<td>Others (Specify in text)</td>
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</tbody>
</table>
Weekends:

<table>
<thead>
<tr>
<th>Triage personnel</th>
<th>Morning</th>
<th>Afternoon</th>
<th>Evening</th>
<th>Night</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor</td>
<td></td>
<td></td>
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<tr>
<td>Nurse</td>
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<tr>
<td>Assistant nurse</td>
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<tr>
<td>Health secretary</td>
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<tr>
<td>Others (Specify in text)</td>
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</table>

Comments:
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

24. Which physical triage facilities are available to the personnel?
   (Cross all that apply, specify in text as appropriate. Add comments in the field provided as needed).

<table>
<thead>
<tr>
<th>Triage personnel</th>
<th>Designated triage area/ room</th>
<th>Unoccupied examination room</th>
<th>Corridor/ hall</th>
<th>Temporarily available space</th>
<th>Other (please specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor</td>
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<tr>
<td>Nurse</td>
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<tr>
<td>Assistant nurse</td>
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<tr>
<td>Health secretary</td>
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<tr>
<td>Other</td>
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</tbody>
</table>
25. What sort of equipment is available in the triage area? (Respond if relevant) (Cross all that apply)

- Patient monitoring equipment
- Manual blood pressure gauge
- Oxygen saturation measurement device
- Temperature reading devices
- ECG
- Blood-sugar monitoring devices
- Bladder scanner
- Peripheral venous catheters
- IV fluids
- Urinary catheters
- Other (please specify):
  - Slings
  - Dressings
  - Blood-sample equipment
  - Underpads
  - Emesis basins
  - Personal computer
  - Sink
  - Hand disinfectants
  - Gloves
  - Masks
26. Which of the following tasks are the personnel performing as part of triage? (Cross all that apply, specify in text as appropriate)

<table>
<thead>
<tr>
<th>Tasks:</th>
<th>Secretary</th>
<th>Ass. nurse</th>
<th>Nurse</th>
<th>Doctor</th>
<th>Other (Spec.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Examine main complaint</td>
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<tr>
<td>Examine vital signs</td>
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<tr>
<td>Suture</td>
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<tr>
<td>Request blood samples</td>
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<tr>
<td>Draw blood samples</td>
<td></td>
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<tr>
<td>Perform bladder scans</td>
<td></td>
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<tr>
<td>Request x-ray examinations</td>
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<tr>
<td>Insert urinary catheters</td>
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<tr>
<td>Insert PVC</td>
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<tr>
<td>Take ECG</td>
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<td>Initiate IV fluid</td>
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<tr>
<td>Administer analgesics</td>
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<tr>
<td>Perform blood gas analysis</td>
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<tr>
<td>Administer tetanus vaccine</td>
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<tr>
<td>Initiate team response</td>
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<tr>
<td>Other (specify)</td>
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</table>

Thanks for taking the time to respond to the questionnaire!