**Triage Lead RN**

**Roles and Responsibilities**

**Purpose of Role**

The primary responsibility of the Triage Lead RN is to provide leadership to the Triage Team (Triage 2, 3 and Zone 1 intake), triage BCEHS and Police and coordinate patient flow from Triage into the ER.

The Triage Lead RN communicates and collaborates with the PCC, Triage team, Zone 1 intake and ERP.

**Hours of Work:** 0730-1945 1930-0745

**ROUTINE DUTIES PER SHIFT**

* Ensure entire Triage Team is present for shift report.
* Maintain frequent communication with Triage Team and Zone 1 intake RN in regards to prioritizing patient needs.
* Collaborates with the ED PCC on all triaged patients in waiting areas throughout the department and prioritizes patients for placement into assessment areas.
* Advocate for movement of all Triage patients into the correct ED zone as needed
* Walks department to note empty beds, enters beds cleans as needed, and ensures flow within department so as to bring patients from Triage to within department
* Works in constant collaboration with Zone 1 intake RN to ensure:
  + NIO orders are entered for Zone 1 patients if not done at triage
  + Review NIO diagnostic results in collaboration with Zone 1 Intake RN and communicate abnormal or concerning results to PCC and/or ERP.
  + Triage patients have received ECGs in a timely fashion (within 10 min).
  + Liaise with the ERP on waiting room ECG results for waiting room patients
  + Tracker comments section is up to date with relevant patient information/status
  + Communicate with specialists who have sent patients to ER for consults (don’t specialists who have sent patients to ER do a physician to physician? Or is this saying any HLOC transfers, specialists are notified by Triage Lead when patient arrives?)
  + Ensure referrals to allied health are entered in Zone 1 Intake if indicated.
  + Reassess, re-vital and provide care for ~~triaged~~ patients in Zone 1 intake in collaboration with Zone 1 intake RN
  + Timely documentation after reassessing patients.
* Assist with triaging of patients presenting to the department (e.g. both walk-ins and patients who arrive with BCEHS or Police)
* Triages all BCEHS crews and patients presenting with police.
  + Is the primary contact Nurse for BCEHS delays and patients with Police. Can delegate this task if necessary.
  + Check in with BCEHS staff for patient status updates within first hour of arrival in ER if unable to offload BCEHS immediately on arrival.
  + Ensure Physician orders written for BCEHS patients have been processed by the Unit Clerks if unable to offload patient immediately from BCEHS on arrival.
  + Communicates with physician to ensure timely off load of BCEHS and police.
* Coordinate Triage Team breaks.
* Activate Triage Surge Plan and coordinate with PCC to deploy appropriate resources to triage. (e.g. additional RN to triage)
* Monitor the patient tracker to ensure Pediatric patients triaged promptly and prioritized, ideally within 10 minutes of presenting to the department.
* Ensure patients and their charts are brought into the department when stretchers are available and alerts physician and staff to new patient arrival if concerned
* Delegate tasks to the Triage Team as needed.
* Receive information for incoming patients from all sources (e.g. EHS phone, outside Physician referrals), and communicate this information with the Triage Team.
* In times of surge at triage, assist by sorting the line (non-emergency patients to registration clerk, sickest to open booth) in the waiting room and triaging patients in assessment room 1 if available