

Knowledge on emergency triage system and associated factors on it among nurses working in Teaching Hospital Jaffna

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Introduction and Objectives: Emergency triage is one of the most important management and decision-making concept in the Accident and Emergency Department. All patients will be triaged on arrival at the Accident and Emergency unit. The insufficient knowledge of triage level reduces the quality of care, utilizes unnecessary resources, influences the length of stay, and could affect the mortality rate. This study was aimed to assess the knowledge on Emergency Triage System and associated factors on it among nurses in Teaching Hospital Jaffna.

Methods: This was a hospital-based descriptive cross-sectional study. The sample size was 406. But the sample size was more than ¾ of the total population. Hence, no sampling technique was used in this study. Response rate was 93.64 % (n=486). A validated self-administered questionnaire was used to collect data. Gathered data was analyzed by SPSS 25.0 based on the research problem, objectives, and variables. Descriptive statistics were used to describe the data, and the Chi-squared test was used to find the association between knowledge and the factors.

Results: The average age of nurses was 32.19 years (SD=7.480). The majority of nurses were female and completed Diploma in Nursing. More than half of the participants were lesser than 30 years of age. The mean knowledge of nurses regarding the Emergency Triage system was 74.21% (SD±9.122). Knowledge had statistically significant associations with age (p<0.001), educational level (p=0.002), service experience (p=0.006), working experience in the emergency department (p<0.001), currently working ward/unit/emergency department (p<0.001) and participation of the emergency triage educational program (p value<0.001).

Conclusion: It was found that the nurses of Teaching hospital Jaffna had a moderate level of knowledge on the Emergency Triage System. It is beneficial to conduct frequent in-service training programs to improve and sustain the knowledge.

Keywords: Emergency Triage system, Nurses, Knowledge