

Implementing an Evidence-Based Clinic Handbook to Improve the Triage Process at a Local Parochial School Clinic

Zareena Shafi, DNP, APRN, CPNP-PC

PROBLEM STATEMENT

- The gap analysis at a local parochial school indicated that the school clinic might not operate effectively due to the lack of a medically trained professional and consistent staffing, which can lead to students receiving inconsistent care at the clinic.
- There is a need to evaluate the effectiveness of an evidence-based triaging clinic handbook in improving the school's faculty/staff skills in assessment, management, and disposition of the five most prevalent illnesses/injuries at the school.

PROJECT PURPOSE

- To improve triaging processes at a local parochial school clinic (LPSC)

PICOT: In a local parochial school clinic, does the implementation of an evidence-based triaging clinic handbook improve school faculty/staff assessment, management, and disposition of five prevalent illnesses/injuries, compared to the current school clinic procedures, over three months?

MODEL/NURSING THEORY

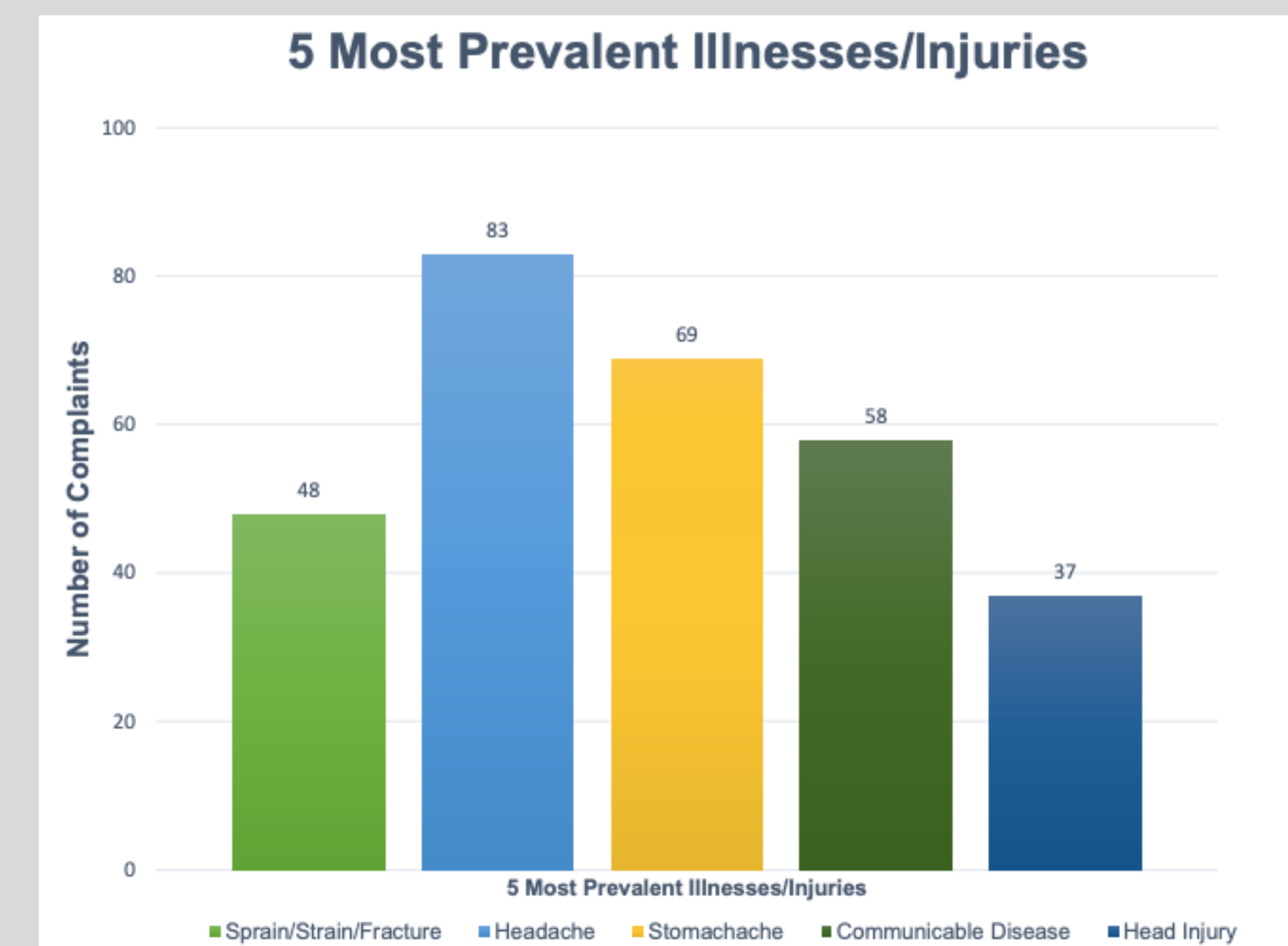
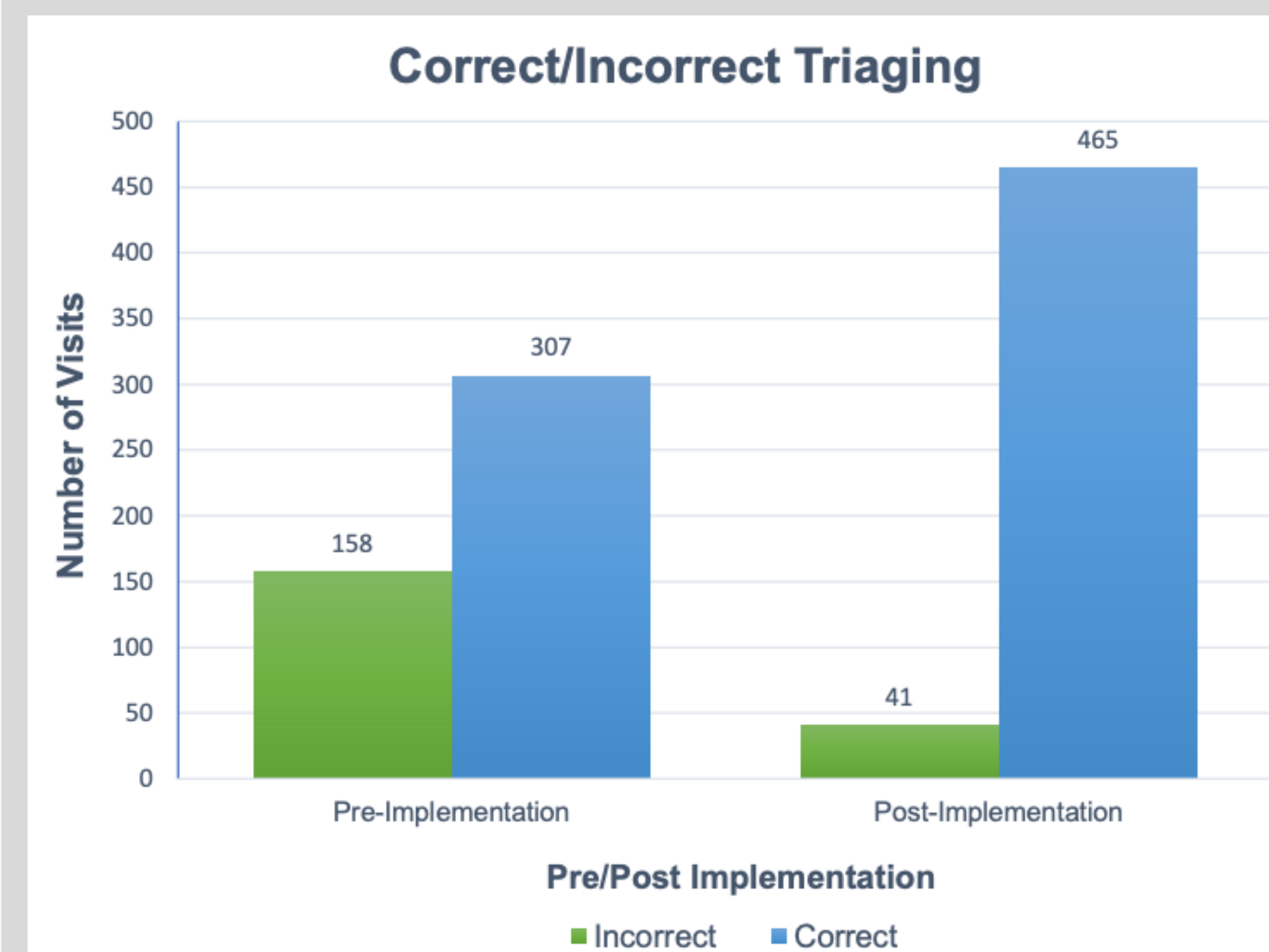
- Model for Improvement (Plan-Do-Study-Act Method)

METHODS

- **Participants**
 - Staff/faculty member that provides care to students at the clinic
- **Setting**
 - LPSC
- **Measures**
 - Retrospective review of the electronic medical record (EMR) for correct/incorrect triaging with a focus on the five most prevalent illnesses/injuries

RESULTS

- Correct triaging for visits that involved one of the five most prevalent illnesses increased from 52.3% during pre-implementation to 92.4% during post-implementation.
- Correct triaging for all visits increased from 66.0% during pre-implementation to 91.9% during post-implementation.
- The handbook was utilized 38.7% of the time during project implementation.
- The number of complaints, presenting complaints, disposition, and medication administration were not significantly different after implementation.
- The implementation of an evidence-based clinic handbook improved triaging processes at LPSC, X^2 (df = 1, N = 971) = 99.57, $p < .001$



Data Collection

- Reviewed different clinical triaging resources and the *Emergency Guidelines for Schools: 2019 Edition* by the Florida Department of Health was chosen for implementation
- Collaborated with participants to discuss how to navigate the handbook and EMR documentation prior to handbook implementation
- Handbook implementation: January 30, 2023 to April 30, 2023
- Analyzed data from EMR using descriptive statistics and Pearson Chi-Square test to compare triaging processes of sick visits before and after handbook implementation

DISCUSSION

- Results demonstrated an increase in correct triaging during post-implementation
- The faculty/staff at LPSC have medical supplies, an EMR, and an evidence-based handbook to provide consistent care to students.

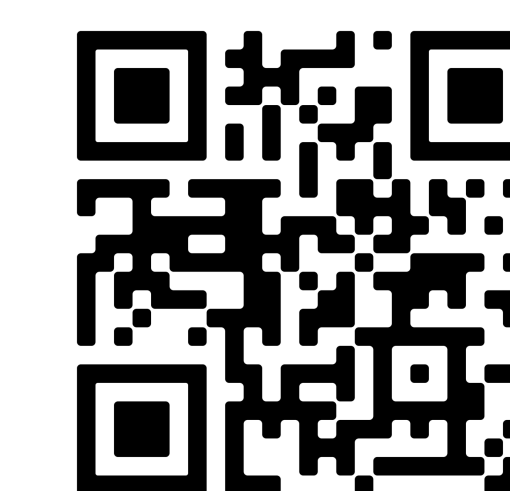
IMPLICATIONS FOR ADVANCE PRACTICE NURSING

- Participants may feel more comfortable providing care to students.
- The handbook improved triaging processes at LPSC, which can be feasible for other school clinics that are managed by front office faculty/staff.

SUSTAINABILITY

- The DNP student will disseminate results and encourage LPSC to adopt the handbook into their daily practice to triage students' health concerns appropriately.

REFERENCES



Implementation of an evidence-based clinic handbook improved triaging processes at LPSC.