

TELEPHONE NURSING ASSESSMENT

TELEPHONE NURSING ASSESSMENT IS A CRITICAL COMPONENT IN MODERN HEALTHCARE DELIVERY, ENABLING NURSES TO EVALUATE PATIENT SYMPTOMS AND NEEDS REMOTELY VIA PHONE COMMUNICATION. THIS METHOD ALLOWS FOR TIMELY CLINICAL DECISION-MAKING, EFFICIENT TRIAGE, AND APPROPRIATE CARE RECOMMENDATIONS WITHOUT REQUIRING IMMEDIATE IN-PERSON VISITS. TELEPHONE NURSING ASSESSMENT ENHANCES ACCESS TO HEALTHCARE SERVICES, ESPECIALLY IN URGENT OR NON-EMERGENCY SITUATIONS, AND HELPS MANAGE PATIENT FLOW WITHIN HEALTHCARE SYSTEMS. INCORPORATING STANDARDIZED PROTOCOLS AND EFFECTIVE COMMUNICATION TECHNIQUES, TELEPHONE NURSING ASSESSMENT MAXIMIZES PATIENT SAFETY AND IMPROVES OUTCOMES. THIS ARTICLE EXPLORES THE ESSENTIAL ASPECTS OF TELEPHONE NURSING ASSESSMENT, INCLUDING ITS PROCESSES, BENEFITS, CHALLENGES, AND BEST PRACTICES FOR IMPLEMENTATION. UNDERSTANDING THESE FACTORS IS VITAL FOR HEALTHCARE PROFESSIONALS AIMING TO OPTIMIZE REMOTE PATIENT EVALUATIONS AND DELIVER QUALITY CARE.

- OVERVIEW OF TELEPHONE NURSING ASSESSMENT
- KEY COMPONENTS OF TELEPHONE NURSING ASSESSMENT
- BENEFITS OF TELEPHONE NURSING ASSESSMENT
- CHALLENGES AND LIMITATIONS
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- TECHNOLOGY AND TOOLS SUPPORTING TELEPHONE NURSING ASSESSMENT

OVERVIEW OF TELEPHONE NURSING ASSESSMENT

TELEPHONE NURSING ASSESSMENT REFERS TO THE PROCESS BY WHICH REGISTERED NURSES OR TRAINED HEALTHCARE PROFESSIONALS ASSESS A PATIENT'S HEALTH CONCERNS VIA TELEPHONE COMMUNICATION. THIS REMOTE ASSESSMENT INVOLVES GATHERING CLINICAL INFORMATION, ANALYZING SYMPTOMS, AND DETERMINING THE URGENCY AND APPROPRIATE COURSE OF ACTION. IT IS WIDELY USED IN VARIOUS HEALTHCARE SETTINGS SUCH AS TELEHEALTH SERVICES, NURSE ADVICE LINES, PRIMARY CARE CLINICS, AND EMERGENCY CALL CENTERS. THE PRIMARY OBJECTIVE IS TO PROVIDE TIMELY ADVICE, ADDRESS PATIENT CONCERNS, AND GUIDE THEM TOWARDS THE RIGHT HEALTHCARE RESOURCES.

TELEPHONE NURSING ASSESSMENT RELIES HEAVILY ON VERBAL COMMUNICATION SKILLS AND STRUCTURED CLINICAL PROTOCOLS TO ENSURE ACCURATE EVALUATION. THE ABSENCE OF PHYSICAL EXAMINATION CAPABILITIES REQUIRES NURSES TO BE ADEPT AT ASKING PRECISE QUESTIONS AND INTERPRETING PATIENT RESPONSES EFFECTIVELY. THIS METHOD COMPLEMENTS TRADITIONAL FACE-TO-FACE ASSESSMENTS AND EXPANDS HEALTHCARE ACCESSIBILITY.

HISTORICAL DEVELOPMENT

THE PRACTICE OF TELEPHONE NURSING ASSESSMENT HAS EVOLVED SIGNIFICANTLY OVER THE PAST FEW DECADES. INITIALLY USED MAINLY FOR SIMPLE ADVICE AND TRIAGE, ADVANCES IN COMMUNICATION TECHNOLOGY AND CLINICAL GUIDELINES HAVE TRANSFORMED IT INTO A SOPHISTICATED TOOL FOR REMOTE PATIENT MANAGEMENT. THE INTEGRATION OF ELECTRONIC HEALTH RECORDS AND DECISION-SUPPORT SYSTEMS FURTHER ENHANCES THE ACCURACY AND EFFICIENCY OF TELEPHONE NURSING ASSESSMENTS.

APPLICATIONS IN HEALTHCARE

TELEPHONE NURSING ASSESSMENT IS APPLIED IN MULTIPLE HEALTHCARE DOMAINS, INCLUDING PRIMARY CARE, CHRONIC DISEASE MANAGEMENT, URGENT CARE TRIAGE, MENTAL HEALTH SUPPORT, AND PUBLIC HEALTH MONITORING. IT SERVES AS A FIRST LINE OF CONTACT FOR PATIENTS SEEKING MEDICAL ADVICE, HELPING TO REDUCE UNNECESSARY EMERGENCY DEPARTMENT VISITS AND

OPTIMIZE RESOURCE ALLOCATION.

KEY COMPONENTS OF TELEPHONE NURSING ASSESSMENT

SEVERAL CRITICAL ELEMENTS CONSTITUTE AN EFFECTIVE TELEPHONE NURSING ASSESSMENT. THESE COMPONENTS ENSURE THAT THE EVALUATION IS COMPREHENSIVE, SYSTEMATIC, AND PATIENT-CENTERED. INCORPORATING THESE ELEMENTS INTO THE ASSESSMENT PROCESS IS ESSENTIAL FOR ACCURATE CLINICAL DECISION-MAKING.

PATIENT IDENTIFICATION AND VERIFICATION

ESTABLISHING THE IDENTITY OF THE PATIENT IS THE FIRST STEP TO ENSURE CONFIDENTIALITY AND ACCURATE MEDICAL RECORD LINKAGE. NURSES VERIFY PERSONAL INFORMATION SUCH AS NAME, DATE OF BIRTH, AND CONTACT DETAILS AT THE BEGINNING OF THE CALL.

COMPREHENSIVE SYMPTOM INQUIRY

NURSES PERFORM A DETAILED HISTORY-TAKING PROCESS TO UNDERSTAND THE NATURE, SEVERITY, AND DURATION OF SYMPTOMS. THIS INVOLVES ASKING OPEN-ENDED AND SPECIFIC QUESTIONS TAILORED TO THE PATIENT'S COMPLAINT TO GATHER RELEVANT CLINICAL INFORMATION.

USE OF CLINICAL PROTOCOLS AND DECISION SUPPORT TOOLS

STANDARDIZED ASSESSMENT PROTOCOLS AND EVIDENCE-BASED ALGORITHMS GUIDE NURSES IN EVALUATING SYMPTOMS AND DETERMINING RISK LEVELS. THESE TOOLS HELP IN TRIAGING PATIENTS AND DECIDING WHETHER EMERGENCY CARE, URGENT APPOINTMENTS, OR SELF-CARE ADVICE IS APPROPRIATE.

RISK ASSESSMENT AND SAFETY NETTING

EVALUATING POTENTIAL RED FLAGS OR WARNING SIGNS IS CRUCIAL FOR IDENTIFYING SERIOUS CONDITIONS. NURSES PROVIDE SAFETY NETTING ADVICE, INSTRUCTING PATIENTS WHEN TO SEEK FURTHER MEDICAL HELP IF SYMPTOMS WORSEN OR NEW ISSUES ARISE.

DOCUMENTATION AND COMMUNICATION

ACCURATE DOCUMENTATION OF THE ASSESSMENT FINDINGS, RECOMMENDATIONS, AND ACTIONS TAKEN IS VITAL FOR CONTINUITY OF CARE. EFFECTIVE COMMUNICATION ENSURES PATIENTS UNDERSTAND THE ADVICE GIVEN AND THE NEXT STEPS IN THEIR HEALTHCARE JOURNEY.

BENEFITS OF TELEPHONE NURSING ASSESSMENT

TELEPHONE NURSING ASSESSMENT OFFERS NUMEROUS ADVANTAGES THAT IMPROVE HEALTHCARE DELIVERY AND PATIENT OUTCOMES. ITS GROWING ADOPTION REFLECTS ITS VALUE ACROSS DIVERSE CLINICAL SETTINGS.

- **INCREASED ACCESSIBILITY:** PATIENTS IN REMOTE AREAS OR THOSE WITH MOBILITY CHALLENGES CAN ACCESS HEALTHCARE ADVICE WITHOUT TRAVEL.
- **TIMELY TRIAGE AND CARE:** RAPID ASSESSMENT FACILITATES PROMPT IDENTIFICATION OF URGENT CASES AND TIMELY

INTERVENTION.

- **RESOURCE OPTIMIZATION:** REDUCES UNNECESSARY EMERGENCY DEPARTMENT VISITS AND IN-PERSON CONSULTATIONS, EASING HEALTHCARE SYSTEM BURDENS.
- **PATIENT CONVENIENCE:** ENABLES PATIENTS TO RECEIVE PROFESSIONAL ADVICE FROM THE COMFORT OF THEIR HOMES AT FLEXIBLE TIMES.
- **COST-EFFECTIVENESS:** LOWERS HEALTHCARE COSTS BY MINIMIZING UNNECESSARY USE OF HIGHER-LEVEL SERVICES.
- **SUPPORT FOR CHRONIC DISEASE MANAGEMENT:** ALLOWS REGULAR MONITORING AND ADVICE TO PATIENTS WITH ONGOING HEALTH CONDITIONS.

CHALLENGES AND LIMITATIONS

WHILE TELEPHONE NURSING ASSESSMENT IS A VALUABLE TOOL, IT ALSO PRESENTS INHERENT CHALLENGES AND LIMITATIONS THAT MUST BE ACKNOWLEDGED AND ADDRESSED TO ENSURE PATIENT SAFETY AND QUALITY CARE.

ABSENCE OF PHYSICAL EXAMINATION

ONE OF THE PRIMARY LIMITATIONS IS THE INABILITY TO PERFORM A PHYSICAL EXAMINATION, WHICH CAN RESTRICT THE NURSE'S CAPACITY TO FULLY ASSESS CERTAIN CONDITIONS. THIS LIMITATION NECESSITATES RELIANCE ON PATIENT DESCRIPTIONS AND MAY LEAD TO UNDER- OR OVER-ESTIMATION OF SYMPTOM SEVERITY.

COMMUNICATION BARRIERS

LANGUAGE DIFFERENCES, HEARING IMPAIRMENTS, OR COGNITIVE DIFFICULTIES CAN COMPLICATE EFFECTIVE COMMUNICATION DURING TELEPHONE ASSESSMENTS. THESE BARRIERS MAY AFFECT THE ACCURACY OF INFORMATION COLLECTED AND PATIENT UNDERSTANDING OF ADVICE.

RISK OF MIS-TRIAGE

INACCURATE ASSESSMENT OR MISINTERPRETATION OF SYMPTOMS OVER THE PHONE CAN RESULT IN INAPPROPRIATE TRIAGE DECISIONS, POTENTIALLY DELAYING CRITICAL CARE OR CAUSING UNNECESSARY EMERGENCY VISITS.

TECHNOLOGICAL LIMITATIONS

DEPENDENCE ON TELEPHONE CONNECTIVITY AND INFRASTRUCTURE CAN AFFECT SERVICE AVAILABILITY AND QUALITY, PARTICULARLY IN UNDERSERVED OR RURAL AREAS.

BEST PRACTICES FOR EFFECTIVE TELEPHONE NURSING ASSESSMENT

IMPLEMENTING BEST PRACTICES ENHANCES THE EFFECTIVENESS AND SAFETY OF TELEPHONE NURSING ASSESSMENTS. THESE PRACTICES FOCUS ON COMMUNICATION SKILLS, CLINICAL PROTOCOLS, AND PATIENT ENGAGEMENT.

ESTABLISH CLEAR COMMUNICATION

NURSES SHOULD USE CLEAR, SIMPLE LANGUAGE, AVOID MEDICAL JARGON, AND CONFIRM PATIENT UNDERSTANDING THROUGHOUT THE CONVERSATION. ACTIVE LISTENING AND EMPATHY ARE ESSENTIAL TO BUILD RAPPORT AND GATHER ACCURATE INFORMATION.

USE STRUCTURED ASSESSMENT TOOLS

EMPLOYING VALIDATED CLINICAL PROTOCOLS AND DECISION-SUPPORT SYSTEMS ENSURES CONSISTENT AND EVIDENCE-BASED EVALUATION. THESE TOOLS REDUCE VARIABILITY AND SUPPORT CLINICAL JUDGMENT.

ENSURE COMPREHENSIVE DOCUMENTATION

DETAILED RECORDING OF ALL INFORMATION GATHERED, ADVICE GIVEN, AND ACTIONS TAKEN IS CRUCIAL FOR FOLLOW-UP CARE AND MEDICO-LEGAL PURPOSES.

PROVIDE SAFETY NETTING ADVICE

PATIENTS SHOULD BE INFORMED ABOUT WARNING SIGNS REQUIRING IMMEDIATE MEDICAL ATTENTION AND ADVISED ON WHEN TO SEEK FURTHER CARE. THIS APPROACH MITIGATES RISKS ASSOCIATED WITH REMOTE ASSESSMENT.

CONTINUOUS TRAINING AND QUALITY IMPROVEMENT

ONGOING EDUCATION AND AUDITS HELP MAINTAIN HIGH STANDARDS OF PRACTICE AND ADAPT TO EVOLVING CLINICAL GUIDELINES AND TECHNOLOGIES.

TECHNOLOGY AND TOOLS SUPPORTING TELEPHONE NURSING ASSESSMENT

ADVANCES IN TECHNOLOGY HAVE SIGNIFICANTLY ENHANCED THE CAPABILITIES OF TELEPHONE NURSING ASSESSMENTS. VARIOUS TOOLS AND SYSTEMS SUPPORT NURSES IN DELIVERING ACCURATE AND EFFICIENT REMOTE EVALUATIONS.

COMPUTERIZED DECISION SUPPORT SYSTEMS (CDSS)

CDSS INTEGRATE CLINICAL ALGORITHMS INTO SOFTWARE PLATFORMS THAT GUIDE NURSES THROUGH SYMPTOM ASSESSMENT, RISK STRATIFICATION, AND DECISION-MAKING PROCESSES. THESE SYSTEMS HELP STANDARDIZE CARE AND REDUCE ERRORS.

ELECTRONIC HEALTH RECORDS (EHR) INTEGRATION

ACCESS TO PATIENT MEDICAL HISTORIES VIA EHR ALLOWS NURSES TO CONSIDER PAST HEALTH INFORMATION DURING ASSESSMENTS, IMPROVING CLINICAL ACCURACY.

TELEPHONY AND COMMUNICATION PLATFORMS

RELIABLE TELEPHONE SYSTEMS WITH CALL RECORDING AND MONITORING FEATURES SUPPORT QUALITY ASSURANCE AND TRAINING. SOME PLATFORMS ALSO INCORPORATE VIDEO CAPABILITIES TO COMPLEMENT TELEPHONE ASSESSMENTS WHEN APPROPRIATE.

MOBILE HEALTH APPLICATIONS

APPS CAN FACILITATE SYMPTOM TRACKING AND PATIENT SELF-REPORTING, PROVIDING ADDITIONAL DATA TO SUPPORT TELEPHONE NURSING EVALUATION.

FREQUENTLY ASKED QUESTIONS

WHAT IS TELEPHONE NURSING ASSESSMENT?

TELEPHONE NURSING ASSESSMENT IS A PROCESS WHERE NURSES EVALUATE A PATIENT'S SYMPTOMS, PROVIDE HEALTH ADVICE, AND DETERMINE THE URGENCY OF CARE NEEDED THROUGH A PHONE CALL.

WHAT ARE THE KEY COMPONENTS OF AN EFFECTIVE TELEPHONE NURSING ASSESSMENT?

KEY COMPONENTS INCLUDE ACTIVE LISTENING, COMPREHENSIVE QUESTIONING ABOUT SYMPTOMS AND MEDICAL HISTORY, RISK ASSESSMENT, CLEAR COMMUNICATION, AND PROVIDING APPROPRIATE ADVICE OR REFERRAL.

HOW DO NURSES ENSURE PATIENT SAFETY DURING A TELEPHONE NURSING ASSESSMENT?

NURSES ENSURE SAFETY BY ASKING DETAILED QUESTIONS TO ACCURATELY ASSESS SYMPTOMS, USING STANDARDIZED PROTOCOLS, RECOGNIZING RED FLAGS, AND ADVISING URGENT CARE OR EMERGENCY SERVICES WHEN NECESSARY.

WHAT CHALLENGES DO NURSES FACE DURING TELEPHONE NURSING ASSESSMENTS?

CHALLENGES INCLUDE LACK OF VISUAL CUES, DIFFICULTY IN ASSESSING SEVERITY, COMMUNICATION BARRIERS, AND ENSURING ACCURATE PATIENT UNDERSTANDING WITHOUT FACE-TO-FACE INTERACTION.

HOW IS CONFIDENTIALITY MAINTAINED IN TELEPHONE NURSING ASSESSMENTS?

CONFIDENTIALITY IS MAINTAINED BY VERIFYING THE CALLER'S IDENTITY, CONDUCTING CALLS IN PRIVATE SETTINGS, FOLLOWING DATA PROTECTION POLICIES, AND ENSURING SECURE DOCUMENTATION OF THE INTERACTION.

WHAT TRAINING IS REQUIRED FOR NURSES TO PERFORM TELEPHONE NURSING ASSESSMENTS?

NURSES REQUIRE TRAINING IN COMMUNICATION SKILLS, CLINICAL ASSESSMENT OVER THE PHONE, USE OF DECISION SUPPORT TOOLS, TRIAGE PROTOCOLS, AND MANAGING DIFFICULT OR EMERGENCY CALLS.

HOW DOES TELEPHONE NURSING ASSESSMENT IMPROVE HEALTHCARE ACCESS?

IT PROVIDES TIMELY ADVICE AND TRIAGE WITHOUT THE NEED FOR IN-PERSON VISITS, REDUCES UNNECESSARY EMERGENCY ROOM VISITS, SUPPORTS SELF-CARE, AND IMPROVES ACCESS FOR PEOPLE IN REMOTE OR UNDERSERVED AREAS.

WHAT TECHNOLOGIES SUPPORT TELEPHONE NURSING ASSESSMENTS?

TECHNOLOGIES INCLUDE COMPUTERIZED TRIAGE DECISION SUPPORT SYSTEMS, ELECTRONIC HEALTH RECORDS, SECURE COMMUNICATION PLATFORMS, AND CALL RECORDING FOR QUALITY ASSURANCE.

HOW DO TELEPHONE NURSING ASSESSMENTS INTEGRATE WITH OVERALL PATIENT CARE?

THEY SERVE AS AN INITIAL POINT OF CONTACT, GUIDING PATIENTS TO APPROPRIATE CARE LEVELS, DOCUMENTING ASSESSMENTS

FOR CONTINUITY, AND SUPPORTING FOLLOW-UP CARE COORDINATION WITH HEALTHCARE PROVIDERS.

ADDITIONAL RESOURCES

1. *TELEPHONE TRIAGE PROTOCOLS FOR NURSES*

THIS COMPREHENSIVE GUIDE OFFERS CLEAR AND CONCISE PROTOCOLS FOR NURSES CONDUCTING TELEPHONE ASSESSMENTS. IT COVERS SYMPTOM EVALUATION, RISK STRATIFICATION, AND DECISION-MAKING PROCESSES TO ENSURE PATIENT SAFETY. THE BOOK IS DESIGNED TO ENHANCE COMMUNICATION SKILLS AND IMPROVE CLINICAL JUDGMENT IN REMOTE NURSING CARE.

2. *TELEPHONE NURSING ASSESSMENT: A PRACTICAL APPROACH*

THIS BOOK PROVIDES PRACTICAL STRATEGIES FOR EFFECTIVE TELEPHONE NURSING ASSESSMENTS, INCLUDING PATIENT INTERVIEWING TECHNIQUES AND DOCUMENTATION STANDARDS. IT EMPHASIZES THE IMPORTANCE OF ACCURATE INFORMATION GATHERING TO MAKE APPROPRIATE CLINICAL DECISIONS. CASE STUDIES AND REAL-LIFE EXAMPLES ARE INCLUDED TO ILLUSTRATE KEY CONCEPTS.

3. *COMMUNICATION SKILLS FOR TELEPHONE NURSING*

FOCUSED ON THE COMMUNICATION ASPECT, THIS TITLE EXPLORES TECHNIQUES FOR BUILDING RAPPORT AND MANAGING DIFFICULT CONVERSATIONS OVER THE PHONE. IT HIGHLIGHTS THE CHALLENGES OF NON-VISUAL INTERACTION AND OFFERS TIPS FOR ACTIVE LISTENING AND EMPATHY. NURSES WILL FIND TOOLS TO ENHANCE PATIENT SATISFACTION AND SAFETY DURING TELEPHONE CONSULTATIONS.

4. *CLINICAL DECISION MAKING IN TELEPHONE NURSING*

THIS TEXT DELVES INTO THE CRITICAL THINKING AND CLINICAL REASONING REQUIRED FOR TELEPHONE NURSING ASSESSMENTS. IT DISCUSSES HOW TO INTERPRET SYMPTOMS REMOTELY AND PRIORITIZE CARE. THE BOOK SUPPORTS NURSES IN DEVELOPING CONFIDENCE AND COMPETENCE IN TELEPHONE TRIAGE SCENARIOS.

5. *TELEPHONE TRIAGE AND ADVICE: A GUIDE FOR NURSES*

DESIGNED AS A STEP-BY-STEP MANUAL, THIS BOOK OUTLINES THE PROCESSES INVOLVED IN TELEPHONE TRIAGE AND ADVICE-GIVING. IT INCLUDES GUIDELINES FOR ASSESSING URGENCY, PROVIDING SELF-CARE ADVICE, AND DETERMINING WHEN REFERRAL IS NECESSARY. THE RESOURCE IS VALUABLE FOR BOTH NOVICE AND EXPERIENCED TELEPHONE NURSES.

6. *REMOTE NURSING ASSESSMENT: BEST PRACTICES FOR TELEPHONE CARE*

THIS TITLE FOCUSES ON BEST PRACTICES IN REMOTE NURSING ASSESSMENTS, EMPHASIZING SAFETY, EFFICIENCY, AND PATIENT-CENTERED CARE. IT ADDRESSES DOCUMENTATION, LEGAL CONSIDERATIONS, AND TECHNOLOGY USE IN TELEPHONE NURSING. THE BOOK AIMS TO IMPROVE OUTCOMES BY STANDARDIZING ASSESSMENT PROTOCOLS.

7. *TELEPHONE TRIAGE IN PRIMARY CARE NURSING*

THIS BOOK EXPLORES THE ROLE OF TELEPHONE TRIAGE WITHIN PRIMARY CARE SETTINGS, DETAILING HOW NURSES CAN EFFECTIVELY MANAGE PATIENT CONCERNS REMOTELY. IT COVERS COMMON PRESENTING COMPLAINTS AND DECISION-SUPPORT TOOLS TO AID ASSESSMENT. PRACTICAL ADVICE FOR INTEGRATING TELEPHONE NURSING INTO BUSY CLINICS IS INCLUDED.

8. *EMERGENCY TELEPHONE NURSING ASSESSMENT*

THIS TEXT IS TAILORED FOR NURSES HANDLING EMERGENCY CALLS AND URGENT ASSESSMENTS OVER THE PHONE. IT PROVIDES GUIDANCE ON RAPID EVALUATION, RISK ASSESSMENT, AND PRIORITIZATION OF EMERGENCY CARE. THE BOOK EQUIPS NURSES WITH SKILLS TO IDENTIFY LIFE-THREATENING SITUATIONS PROMPTLY AND RESPOND APPROPRIATELY.

9. *TELEPHONE NURSING DOCUMENTATION AND LEGAL ISSUES*

FOCUSING ON THE DOCUMENTATION AND LEGAL ASPECTS, THIS BOOK UNDERSCORES THE IMPORTANCE OF ACCURATE RECORD-KEEPING IN TELEPHONE NURSING. IT DISCUSSES CONFIDENTIALITY, CONSENT, AND LIABILITY ISSUES. NURSES WILL GAIN INSIGHT INTO PROTECTING THEMSELVES AND THEIR PATIENTS THROUGH PROPER DOCUMENTATION PRACTICES.

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methodologies including systems thinking, theory of constraints, Lean and Six Sigma to provide an enterprise-wide prioritization and value-chain view of health care. The EPE methodology helps to improve flow at the macro or value-chain level, and then identifies Lean Six Sigma detailed improvements that can further improve processes within the value-chain. The book also provides real-world health care applications of the EPE and Lean Six Sigma methodologies that showed significant results on throughput, capacity, operational and financial performance. The Enterprise Performance Excellence methodology is described, and also the Six Sigma DMAIC (Define-Measure-Analyze-Improve-Control) problem solving approach which is used to solve problems for health care processes as they are applied to real world cases. The case studies include a wide variety of processes and problems including: emergency department throughput improvement; operating room turnaround; operating room organization; CT imaging diagnostic test reduction in an emergency department; linen process improvement; implementing sepsis protocols in an emergency department; critical success factors of an enterprise performance excellence program.

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Herman, Emergency Nurses Association, 2003 This unique text serves as the foundation for pediatric emergency nursing practice and also addresses pediatric trauma care.

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