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The Nursing Process as the Basis for Telephone Triage

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Telephone Nursing The Process

S. Deery, N. Kinnie



Telephone Nursing The Process:

Telephone Nursing Sandra Matherly, Shannon Hodges, 1990-04-01 **Telephone Triage & Management** Reba McGear, Jo Price Simms, 1988 **Telephone Triage Protocols for Nursing** Julie Briggs, 2015-05-22 Performing telephone triage requires the ability to make quick and effective decisions based on limited information This rapid access resource delivers more than 200 triage protocols for evaluating patients symptoms over the telephone Each symptom entry lists questions grouped by urgency level to determine whether the caller should seek emergency care immediately seek medical care the same day call back for appointment or follow home care instructions Detailed home care instructions are then provided Simple direct and useful this is the most comprehensive and user friendly telephone triage book available

Telephone Triage Protocols for Nurses Julie K. Briggs, 2020-05-06 Performing triage requires the ability to make quick evidence based decisions based on limited information Nurses are often required to perform triage either over the phone in urgent care settings in the emergency department and even in office settings This reference provides over 200 triage protocols for evaluating a person s symptoms Each symptom entry lists pertinent questions grouped by urgency level and advises the clinician when and where the patient should be referred This book is a need to have comprehensive user friendly resource for every nurse who performs triage *Telephone advice nursing* Christina Johnson, 2019-01-04 Background Telenursing has rapidly expanded in many countries In Sweden a national telephone advisory nursing service reaches the entire nation and receives approximately 4 5 million calls per year The six phase nursing process assessment nursing diagnosis setting goals planning implementation and evaluation can be used when managing a caller s health problem In telenursing a person centred approach makes for more satisfied and appreciative callers The core component of interaction is the verbal communication between the telenurse and caller Several studies have revealed the need for the development of communication competence in telenursing Structured analyses of conversations between telenurses and callers is one way to increase telenurses awareness of their communication and interpersonal competence This type of analysis requires a valid formative self assessment tool To evaluate communicative effectiveness the patient perspective of the interpersonal aspects of interaction are described as a necessary component and satisfaction surveys designed for a telenursing context are recommended Therefore a questionnaire is needed that evaluates the effects of telenurse communication training from the caller s perspective Aims The overall aim of these two studies was to develop tools to enable improvements and evaluations in communication and interpersonal competence in telenursing from the perspective of both the telenurse and the caller Study 1 To develop a self assessment tool aiming to raise telenurses awareness of their communication and interpersonal competence and highlight areas in need of improvement Study 2 To develop and assess content validity of a theoretically anchored questionnaire that explores caller satisfaction in TAN as a result of the interaction between the caller and the telenurse Methods Study 1 The development and the evaluation of content validity of the

Telenursing Self Assessment Tool TSAT started with a literature search and domain identification which were used to generate the items The assessment of the content validity was performed in two steps First an expert group completed two rounds of assessments using Content Validity Index CVI Second telenurses tested the tool and assessed the content validity using CVI Thereafter the telenurses participated in consensus discussions Refinements of the tool were done after every assessment Study 2 The development and the evaluation of content validity of the Telenursing Interaction and Satisfaction Questionnaire TISQ started with a literature search and domain identification which were used to generate the items The assessment of the content validity was performed in two steps First cognitive interviews were performed with the callers the target population Next experts evaluated the content validity using CVI Refinements of the tool were done after every assessment The Interaction Model of Client Health Behavior IMCHB provided theoretical guidance and support Results Study 1 The TSAT with 58 items was developed The items were structured according to the nursing process and the tool was judged as having good content validity Study 2 The TISQ consisting of 60 items based on the IMCHB was developed The questionnaire was found to exhibit good content validity Conclusions This thesis describes the development and assessment of content validity of two theoretically anchored tools aimed to improve and evaluate communication and interpersonal competence in telenursing from the perspective of both the telenurse and the caller The TSAT is meant to create learning opportunities to provide self direction feedback and coaching and to guide the telenurse through the nursing process using a person centred approach The TISQ aims to explore the callers satisfaction and the callers perceptions of the interaction with the telenurse With better knowledge about this communication improvement and education in telenursing can be tailored to enhance caller satisfaction

Telenursing Charles C. Sharpe, 2000-11-30 This is the first book to explore this emergent role of the nursing profession It examines the unique legal regulatory and professional issues this neoteric mode of nursing practice presents Telenursing as a subset of telehealth is defined and a review of its history present status and future in the U S health care system is discussed Concomitant legal accountability and risk for malpractice liability are examined Risk management strategies and survival tactics in the event of a lawsuit are presented particularly the legal significance of and essential need for defensive nursing documentation A brief overview of malpractice law is provided and the essentials of requisite malpractice insurance for the telenurse practitioner are outlined The book also addresses a number of other professional regulatory and licensure issues particularly the contentious issue of multistate licensing and the various models to facilitate it that are being offered and rejected by nursing organizations and associations The anticipated changes in our health care delivery system that will be engendered by breakthroughs in science and technology are described The implications of such changes for patients as consumers of health care are analyzed particularly the privacy and confidentiality of electronic medical records

Basic Steps in Planning Nursing Research Marilynn Wood, Janet C. Kerr, 2011 Basic Steps in Planning Nursing Research From Question to Proposal is the perfect introduction to the research process It

details the development of an effective research plan and guides readers through all stages of the process from finding a research topic to the final written proposal. It takes an in-depth focus on the planning process which makes it an excellent tool for beginners while still being relevant to people at all levels of study who need to develop a research plan. The Seventh Edition continues to teach readers how to prepare an appropriate question and topic and the steps it takes to formulate a conclusion. All of the chapters have been updated with new references and current information including a renewed focus on evidence-based practice and an expansion of research ethics. Proposals are included at the end of the text to help students learn.

Ambulatory Care Management and Practice Albert E. Barnett, Gloria G. Mayer, 1992. The all-in-one guide to a successful ambulatory care business. This comprehensive handbook presents effective methods of providing health care within the ambulatory care setting including information on how to structure and organize a medical group, the role of the medical director, professional and technical nursing, the collaboration of physicians and nurses, staffing and scheduling, methodologies, quality assurance, utilization review, risk management, information systems, and much more.

Contemporary Nursing, Issues, Trends, & Management, 6 Barbara Cherry (Nurse), Susan R. Jacob, 2013-01-01. Contemporary Nursing: Issues, Trends, Management, 6th Edition prepares you for the rapidly evolving world of health care with a comprehensive yet focused survey of nursing topics affecting practice as well as the issues facing today's nurse managers and tomorrow's nurse leaders. Newly revised and updated, Barbara Cherry and Susan Jacob provide the most practical and balanced preparation for the issues, trends, and management topics you will encounter in practice. Content mapped to the AACN BSN Essentials emphasizes intraprofessional teams, cultural humility and sensitivity, cultural competence, and the CLAS standards. Vignettes at the beginning of each chapter put nursing history and practice into perspective, followed by Questions to Consider While Reading This Chapter that help you reflect on the vignettes and prepare you for the material to follow. Case studies throughout the text challenge you to apply key concepts to real-world practice. Coverage of leadership and management in nursing prepares you to function effectively in management roles. Career management strategies include advice for making the transition from student to practitioner and tips on how to pass the NCLEX-RN examination. Key terms, learning outcomes, and chapter overviews help you study more efficiently and effectively. Helpful websites and online resources provide ways to further explore each chapter topic. Coverage of nursing education brings you up to date on a wide range of topics from the emergence of interactive learning strategies and e-learning technology to the effects of the nursing shortage and our aging nursing population. Updated information on paying for health care in America, the Patient Protection and Affordable Care Act, and statistics on health insurance coverage in the United States help you understand the history and reasons behind healthcare financing reform, the costs of healthcare, and current types of managed care plans. A new section on health information technology familiarizes you with how Electronic Health Records (EHRs), point-of-care technologies, and consumer health information could potentially impact the future of health care.

Updated chapter on health policy and politics explores the effect of governmental roles structures and actions on health care policy and how you can get involved in political advocacy at the local state and federal level to help shape the U S health care system The latest emergency preparedness and response guidelines from the Federal Emergency Management Agency FEMA the Centers for Disease Control CDC and the World Health Organization WHO prepare you for responding to natural and man made disasters

Call Centres and Human Resource Management S. Deery,N. Kinnie,2003-12-09 This book looks at human resource management in call centres from an international perspective and uses research from leading academics in the field The characteristics and features of working in a call centre are examined followed by the effects that this type of work has on employees and their responses to it It also looks at implications for employers and policy makers

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