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# The Nursing Process as the Basis for Telephone Triage

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Carol Rutenberg, MNSc, RN-BC, C-TNP

# Telephone Nursing The Process

**Bruce Herman, Emergency Nurses  
Association**



## **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 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 preform 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 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 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

*Basic Steps in Planning Nursing Research* Marilyn 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 **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.

*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 *Telephone Triage* Sheila Q. Wheeler, Judith H. Windt, 1993 The first and only combined text workbook training program to provide comprehensive telephone triage as well as protocol development Written in direct how to style it sets forth guidelines for interview and documentation skills as well as medico legal aspects All of the essential guidelines and instructions are here for telephone triage that is confident refined and precise ALSO AVAILABLE INSTRUCTOR SUPPLEMENTS CALL CUSTOMER SUPPORT TO ORDER Audiotape ISBN 0 8273 5636 6 **Core Curriculum for Pediatric Emergency Nursing** Bruce Herman, Emergency Nurses Association, 2003

This unique text serves as the foundation for pediatric emergency nursing practice and also addresses pediatric trauma care Contemporary Nursing - E-Book Barbara Cherry, Susan R. Jacob, 2013-08-07 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 helps 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

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Primary prevention of communicable diseases like H1N1 and COVID 19 Two new appendixes A Diagnostic testing and B First Aid and Emergencies New Topics added Personal Protective Equipment PPE Universal Immunization Program and Biomedical Waste Management regulations in India AYUSH and Accreditation agencies like NABH Organ donation confidentiality of patient records regulations in India Indian National Health Policy 2017 Code of Ethics for Nurses in India medicolegal issues in health care in India      **Saunders Q&A Review for the NCLEX-RN® Examination E-Book** Linda Anne Silvestri, 2011-11-23 With more than 5 800 test questions Saunders Q A Review for the NCLEX RN Examination 5th Edition provides the practice you need to succeed on the NCLEX RN exam To enhance your review each question includes a test taking strategy rationales for correct and incorrect answers and page references to major nursing textbooks The companion Evolve website adds a pre test to help in identifying any areas of weakness and lets you answer questions in quiz study or exam mode Written by NCLEX review expert Linda Anne Silvestri this book organizes questions to match the Client Needs and Integrated Processes found in the most recent NCLEX RN test plan This review is part of the popular Saunders Pyramid to Success which has helped more than 1 5 million nurses pass the NCLEX exam A detailed test taking strategy is included for each question providing clues for analyzing and selecting the correct answer Rationales are provided for both correct and incorrect answer options Questions categorized by Cognitive Level Client Needs area Integrated Process and clinical content area help you focus on the question types you find most difficult All alternate item format questions multiple response prioritizing fill in the blank figure illustration hot spot audio video and chart exhibit are included Chapters organized by Client Needs simplify your review and reflect the question mix in the NCLEX RN test plan blueprint A 85 question comprehensive exam represents the content and percentages of question types identified in the NCLEX RN test plan Preparation for your NCLEX RN review includes chapters on nonacademic preparation test taking strategies the CAT format and a view of the NCLEX RN from a new graduate s perspective Page references to Elsevier textbooks direct you to remediation material for any question answered incorrectly A companion Evolve website includes a pre test to help in identifying any areas of weakness and lets you answer questions in quiz study or exam mode Automatic updates of the Evolve site allow you to check for changes to content or functionality throughout the life of the edition Content from the most recent NCLEX RN test plan covers the newest topics you could see on the exam 600 questions are added for a total of 5 800 in the book and on the companion Evolve website Hundreds of new alternate item format questions provide even more opportunity for practice A Priority Nursing Tip is included with each question providing important patient care information A full color design and over 20 new figures enhance understanding and increase the book s visual appeal Review format includes chapters on how to study for and take the NCLEX examination and includes a test for each Client Need category a test on Integrated Processes and a comprehensive test for practice in answering questions from all areas A new content area index makes it easier to find questions and review a given disorder topic      *The Many Roles of the Registered Nurse* Debra J.



Gillespie,2020-12-16 Nurses are the largest population of healthcare providers practicing in both urban and remote areas across the globe Currently the nursing profession is in the midst of a significant shortage as aging baby boomers retire and a nursing faculty shortage forces many colleges and universities to turn away qualified applicants As healthcare needs of the population become more complex and technologies advance our world needs nurses now more than at any other time in history This book provides the reader with a wide overview of the many vast roles within the nursing profession showing that the responsibilities are complex challenging and rewarding It will allow the reader to understand the current job market for nurses and perhaps even persuade some to choose this rewarding profession      **Psychiatric Nursing - E-Book** Norman L. Keltner,Debbie Steele,2014-08-06 Learn the therapeutic skills you need to succeed in the nurse s role in psychiatric care Psychiatric Nursing 7th Edition uses a practical approach to psychotherapeutic management that clearly explains how to manage and treat individuals with psychiatric disorders It emphasizes the nurse s three primary tools you and your relationship with patients medications and the environment This edition adds a new chapter on forensics along with coverage of the latest trends and treatments Written by educators Norman Keltner and Debbie Steele this text provides a solid real world foundation for the practice of safe and effective psychiatric nursing care Unique A practical three pronged approach to psychotherapeutic management includes 1 the therapeutic nurse patient relationship 2 psychopharmacology and 3 milieu management Unique Norm s Notes offer helpful tips from the lead author Norman Keltner at the beginning of each chapter making it easier to understand difficult topics Nursing care plans highlight the nurse s role in psychiatric care emphasizing assessment planning nursing diagnoses implementation and evaluation for specific disorders Case studies depict psychiatric disorders and show the development of effective nursing care strategies Unique Putting It All Together summaries are provided at the end of each psychopathology chapter Clinical examples from the authors own experiences illustrate concepts with real life clinical situations Study Notes summarize each chapter s important content Learning objectives at the beginning of each chapter preview the important principles to follow Critical thinking questions help you develop clinical reasoning skills Family Issues boxes highlight the issues that families must confront when a member suffers from mental illness Learning resources on the Evolve companion website include video lectures psychotropic drug monographs and NCLEX exam style review questions Patient and Family Education boxes highlight information that the nurse should provide to patients and families A glossary defines key terms providing a handy reference at the back of the book NEW DSM 5 information is integrated throughout the text along with updated content and NANDA content NEW Survivors of Violence and Trauma chapter focuses on psychiatric treatment for individuals with mental illness in sex trafficking and forensic environments along with the social implications for individuals families and communities NEW Integration of QSEN competencies highlights the competencies relevant to psychiatric nursing care such as safety communication evidence based practice and others NEW Additional NCLEX examination style review questions on the Evolve companion website cover

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