# Avoiding the ER: Practical Strategies and Nurse Triage Panel

Webinar Self-study: January 25, 2016 through October 26, 2018

Program # 111.16 d

To receive CME or CNE credit, please email completed form including Registration, Evaluation and Post Test to lremick@nevahec.org or mail to Laura Remick, Education Resource Coordinator, Northeastern Vermont AHEC, 347 Emerson Falls Road, Suite 3, St. Johnsbury, VT 05819

Northeastern Vermont AHEC is approved as a provider of Continuing Medical Education (CME) by the New Hampshire Medical Society, an ACCME accreditation organization. Northeastern Vermont AHEC designates this webinar for a maximum of 1.0 [AMA PRA Category 1 Credits](https://www.ama-assn.org/AMA/education/AcademicCME/index.shtml).

Northeastern Vermont AHEC is an approved provider of continuing nursing education by the Northeast Multi-State Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. This activity supports 1 hour.

**Interest Disclosure Statement:**
None of the planners or presenters have any conflicts of interest to disclose.

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<th>Continuing Ed Credits Requested (select one)</th>
<th>Does your participation in this activity meet licensure, certification, employer or professional education requirements?</th>
<th>Last 4 digits of your Social Security number</th>
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<td>Nursing</td>
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**Work Site Name**

**Address**

- Please check one: [ ] Work [ ] Home

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**Phone #**

- Please check one: [ ] Work [ ] Personal

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**Gender**

- [ ] Male [ ] Female
- [ ] Prefer not to answer

**Ethnicity**

- [ ] Hispanic/Latino
- [ ] Non-Hispanic/Non-Latino
- [ ] Prefer not to answer

**Race**

- [ ] African American/Black
- [ ] American Indian/Alaskan Native
- [ ] Asian
- [ ] Native Hawaiian/Pacific Islander
- [ ] White
- [ ] More than one race [ ] Prefer not to answer

**Birth Year**

**Demographic data are required for reporting to our funders. Data are kept confidential and reported only in the aggregate.**
Program Evaluation

Please rate the following items using the scoring key. 

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<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
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1. The program’s objectives were met.  
   - Understand the current state of ER use for unnecessary illnesses better treated at home or in the primary care office.  
   - Attain tools to improve access and approach in the primary care office to decrease use of ER for acute illnesses.  
   - Understand the impact of telephone nurse triage on avoiding unnecessary ER visits.  
   - Review tools and approaches to reducing unnecessary ER visits through use of telephone triage.

2. Content was appropriate for my educational needs.

3. The presenters were knowledgeable and effective regarding:  
   a. Target audience needs  
   b. Current practices  
   c. Communication skills

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Post Test for Continuing Medical Education Credit

Please answer the three post test questions below. 

Participants must score at least 80% on the post test to receive Continuing Medical Education credit. Certificates will be emailed within 4 weeks of receipt to those who submit the completed Registration page and Program Evaluation, and successfully complete the post test.

1. It is estimated that ____ of ER visits are for conditions that could be treated in a non-urgent setting: 
   a. 20%  
   b. 54%  
   c. 75%

2. Which of the following are reasons go to the ER unnecessarily:  
   a. Lack of PCP appointment availability  
   b. Patient with incorrect perception of an “emergency”  
   c. Convenience in scheduling (after work hours, same day scheduling)  
   d. All of the above

3. Which patient should the Triage Nurse direct to the ER if provider is not available at the primary care office:  
   a. 23 y/o sexually active female that is afebrile with dysuria, frequency  
   b. 40 year-old with 12 hours of nausea, vomiting, diarrhea, and dizziness, no fever, no blood in stool, mild cramping  
   c. 2.5 month old infant with fever of 102, vomiting, no wet diapers in 6 hours

4. (a) What is the greatest barrier to using Triage as a tool for avoiding using the ER unnecessarily, (b) and what is the best protection against this:  
   (a) _______________________________  
   (b) _______________________________

5. Who said: “The Greatest medicine of all is to teach people how not to use it.”  
   a. Socrates  
   b. Hippocrates  
   c. Barack Obama