

# 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 [Iremick@nevahec.org](mailto:Iremick@nevahec.org) or mail to Laura Remick, Education Resource Coordinator, Northeastern Vermont AHEC, 347 Emerson Falls Road, Suite 3, St. Johnsbury, VT 05819

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<p><b>Continuing Ed Credits Requested (select one)</b></p> <p><input type="checkbox"/> CME    ___ Nursing    <input type="checkbox"/> None</p>		<p><b>Does your participation in this activity meet licensure, certification, employer or professional education requirements?</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p>		<p><b>Last 4 digits of your Social Security number</b></p> <p>_____</p>		
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<p><b>Gender</b></p> <p><input type="checkbox"/> Male    <input type="checkbox"/> Female</p> <p><input type="checkbox"/> Prefer not to answer</p>		<p><b>Ethnicity</b></p> <p><input type="checkbox"/> Hispanic/Latino</p> <p><input type="checkbox"/> Non-Hispanic/Non-Latino</p> <p><input type="checkbox"/> Prefer not to answer</p>		<p><b>Race</b></p> <p><input type="checkbox"/> African American/Black    <input type="checkbox"/> American Indian/Alaskan Native</p> <p><input type="checkbox"/> Asian    <input type="checkbox"/> Native Hawaiian/Pacific Islander    <input type="checkbox"/> White</p> <p><input type="checkbox"/> More than one race    <input type="checkbox"/> Prefer not to answer</p>		<p><b>Birth Year</b></p>

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

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™.

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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## Program Evaluation

PLEASE RATE THE FOLLOWING ITEMS USING THE SCORING KEY.	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. The program's objectives were met. <ul style="list-style-type: none"> <li>• Understand the current state of ER use for unnecessary illnesses better treated at home or in the primary care office.</li> <li>• Attain tools to improve access and approach in the primary care office to decrease use of ER for acute illnesses.</li> <li>• Understand the impact of telephone nurse triage on avoiding unnecessary ER visits.</li> <li>• Review tools and approaches to reducing unnecessary ER visits through use of telephone triage.</li> </ul>					
2. Content was appropriate for my educational needs.					
3. The presenters were knowledgeable and effective regarding: <ul style="list-style-type: none"> <li>a. Target audience needs</li> <li>b. Current practices</li> <li>c. Communication skills</li> </ul>					

### 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