Audit on the compliance of nursing standards in triage of unscheduled appointment in SOPD, Department of Clinical Oncology

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Introduction
This audit is to assess all patients presenting in outpatient department of clinical oncology in QEH with an unscheduled appointment with timeliness of treatment and the triage nurse compliance to the new triage system.

Objectives

Methodology
Retrospective record reviews from 2 Mar 2015 to 27 Mar 2015. A structured audit form based on the 9 set standard criteria was used for data collection. Data were extracted from OPAS. Retrospective case note analysis by collected the data through the electronic patient record, patient medical record, and "ODD" case Attendance Record.

Result
A total of 88 samples were collected from 2 to 27 Mar 2015. The audit criteria for the waiting time for triage was 10 minutes. The compliance rate was 93.48%. The waiting time from presentation to disposal within 90 minutes was 93.48%. The overall compliance rate was 94.92%. The compliance rate for criteria 2 "Adequate objective assessments are taken to determine the triage category" was the lowest with 84.09%. Most staff missing the objective data were respiratory rate even for patient presenting symptoms of SOB, fever or chest discomfort. The compliance rate for criteria 4 "Drug allergy history is taken" was the 2nd lowest with 88.64%. The audit exercise served as an performance indicator for the nursing triage system in SOPD. The overall compliance was good. The enhancement of compliance should be focused on the staff knowledge, awareness and attitude in collecting the objective data as to enhance quality triage system.