Description
Our emergency department has an average of 350 visits a day and is one of the busiest emergency departments in the province of Ontario.
Following a multi-methods approach guided by human factor principles and front-line ownership methodologies, we explored various opportunities for improvement within the triage process.

Figure 1. Queueing system kiosks by the main entrance for use by patients

Aim
Explore the current triage process and identify areas of improvement.

Actions Taken
- Literature review
- Primary observations of triage
- Semi-structured interviews with patients and triage staff
- TRIZ exercise with frontline staff
- Heuristic assessment of the queueing system (Figure 1)
- Statistical analyses of triage data from: the Post-Discharge Call Centre, electronic health record system, and queueing system

Summary of Results
Findings were aggregated following a thematic analysis. A few key findings are:
- Usability and accessibility concerns with the queueing system
- Inconsistent terminology
- Environment affected the nurse's ability to view patients in the waiting area (Figure 2)
- Equipment and supplies location assessment

Figure 2. Visibility (highlighted in orange) of waiting area from triage nursing stations

Figure 3. Number of arrivals by time of day