

# **Knowledge, Skills, and Practices of Triage among Emergency Department Nurses in Jordan**

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## **Abstract**

The importance of knowledge, skills, and practices of nurses makes a bridge for having a higher quality of care provided to patients. Many challenges face triage nurses during providing care to their patients since it is the first line of treatment for classifying the severity of patient illnesses. The challenges faced triage nursing during their implementation of triage. A cross-sectional, descriptive correlational design was utilized to assess the levels of knowledge, skills, and practices of patients' triage among emergency department nurses in Jordan. A convenience sample of 125 registered nurses was recruited from triage units of three health sectors in the middle region of Jordan; government, educational, and private. The results revealed that 88.8% of triage nurses had a sufficient level of knowledge regarding triage, 84.8% had a moderate level of triage skills, and 88.8% showed a good level of triage practices. There was a significant association between triage knowledge and participants' educational level, emergency experience, triage training course, and duration of triage training course. However, triage skills were associated with the level of education, and triage practices were associated with an emergency experience. Therefore, it is necessary to develop nursing policies that consider triage knowledge, skills, and practices as a

baseline training program for all triage nurses and newly hired nurses in order to have the best practice and implementation approach.

**Keywords:** Emergency department, knowledge, practices, skills, triage