

## **Monthly Ambulatory Telephone Triage Audit Process:**

1. Run [Ambulatory Nurse Triage Reporting- NT Call Volume by Reason for Call](#) report by patient care area.
  - a. Reports can be refined to filter by nurse.
2. Select at least two symptom-based encounters to audit per nurse per month.
  - a. If a nurse has less than two symptom-based encounter calls documented in a month, audit the available encounter.
3. Complete an [Ambulatory Nurse Triage Audit form](#) to objectively document **each** symptom-based encounter audit.
4. Once the form is submitted, the results will be available for view by the Ambulatory Telephone Triage Steering Team.
5. Exported data will be shared with the Ambulatory Nurse Manager and Leader (ANML) committee.
6. Review the following slide for NM/ANM and delegate RN responsibilities in this process.

## Monthly Ambulatory Telephone Triage Audit Process

### **NM/ANM**

1. Coordinate department workflow for NT triage audit process flow.
2. Select at least two symptom-based encounters to audit per nurse per month.
3. Provide real time feedback to RNs about nurse triage practice performance.
4. Follow up on concerning chart audits in real time.

### **Delegate RN**

1. Run the NT Call Volume by Reason for Call report in Epic.
2. Provide filtered report to NM/ANM to select encounters for audit.
3. Complete chart audits identified by NM/ANM
  - o Utilize the Ambulatory Nurse Triage Audit form to document each audit.
4. Report concerning chart audits to NM for further follow up.