



Health Resources Unlimited  
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# TRIAGE!

***Emergency Triage Toolbelt™*** April 13/14, 2011  
***Triage Trainer*** April 15, 2011

Bring best triage practices onsite to your location! Turn-key resources to provide onsite training and support!

**Featuring**  
***Shelley Cohen***  
**RN MSN CEN**

**Bloomington Minnesota**  
***Near Mall of America!***  
**Fly Into Minneapolis Airport**  
**Free Shuttle to Hotel!!**

# TRIAGE

- Minimize risk with consistent triage practices
- Implement and improve five-level triage practices
- Take home tools for ongoing triage competency validation

**Featuring**  
***Shelley Cohen***  
**RN MSN CEN**  
**National triage**  
**Expert, author and**  
**Practicing ED**  
**Nurse!**

***Emergency Triage Toolbelt™***  
**April 13/14, 2011**



***Triage Trainer***  
**April 15, 2011**

**Bloomington, Minnesota**

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For over 13 years, thousands of emergency, clinic, and urgent care nurses have participated in this comprehensive triage program. The course content drives accurate triage decisions that are validated through appropriate documentation.

The hallmark for minimizing risk in the waiting room is all about consistency in triage practices that serve the best interest of the patient. Nationally recognized training and staff that are involved in ongoing triage competency practices promotes a culture of best triage practices.

# TRIAGE

“For the concerns I have heard over the last several months, as an ER manager I could not have picked a better seminar to attend, thanks”  
Alabama ED Manager

“Every single nurse loved the conference. People actually thanked me for sending them, this is a first”  
Linda Libby  
Nurse Director, ED  
North Country Hospital



# TRIAGE TRAINER

Eligible participants complete *Emergency Triage Toolbelt* and attend the third day of *Triage Trainer* course content.

- Tools and resources for “turn-key” triage education
- CD complete with PowerPoint slides
- Trainer chat line access
- Unlimited conference call and email support
- Quarterly newsletter, *Triage Trends*
- Portfolio includes QI template forms for chart review

**Bring these programs *live onsite* – call for details!**  
**888-654-3363**

## Emergency Triage Toolbelt™

Seminar Schedule	
April 13/14 2011	Registration 730 am
	Program 8 am-4 pm
	Lunch 11:30-12:30 (included)

### Triage Practice Standards

Guidelines, Procedures and protocols, 5-level triage options (ESI and CTAS)

### Patient Assessment

Documentation requirements, Chief complaints, Reassessments

### Special Considerations

Pediatric, Geriatric, Frequent users, Victims of violence, Cultural considerations

### Risk Management

EMTALA, Court cases, Competency validation, Validating triage decisions, improving outcomes

### Triage Red Flags

Chest pain, mechanism of injury, behavior changes, Headache, ENT, back pain, case scenarios and more!

### Customer Service Challenges

Image of nursing, Patient perspectives, Patient flow issues

## Triage Trainer

Seminar Schedule	
April 15 2011	Registration 730 am
	Program 8 am-3:30 pm
	Lunch 11:30-12:15 (included)

### Objectives:

- ✓ Identify necessary course materials
- ✓ List elements for effective quality improvement in triage
- ✓ Develop a plan for triage orientation/competency validations
- ✓ Organize a triage committee /review current triage practices
- ✓ Discuss blending scenarios and PowerPoint slides

*"The grunt work is done- developing a program now will be a smooth process getting the info to our nurses quicker"*

## FACULTY

**Shelley Cohen RN MSN CEN** is internationally recognized as an educator, consultant, speaker and author. Her work on triage and critical thinking skills has been presented for more than 13 years. With 35 years of nursing experience as both a staff nurse and in a variety of leadership positions, Shelley brings a wide range of perspectives to her work. She currently practices as a prn staff emergency nurse assuring triage issues addressed in the course are timely and relevant for both staff and leadership.

Her web-based Triage and Manager Tips of the Month are viewed by thousands of nurses internationally. With a passion for patient care and promoting a positive nursing image, her published work on *The Image of Nursing* and *Critical Thinking in the Emergency Department* was groundbreaking for nurses everywhere.

*Shelley's complete CV can be downloaded from her website: [www.hru.net](http://www.hru.net).*

## Continuing Nursing Education Accreditation

This continuing nursing education activity was approved by the Tennessee Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Emergency Triage Toolbelt # 08710 12.5 contact hours

Triage Trainer # 08610 5.5 contact hours

Provider approved by the California Board of Registered Nursing, Provider Number: CEP 12961 for 12.5 Contact Hours.

## NEW FOR 2011!

**Triage Tips CD: 52 Email blasts, includes quizzes**

**Triage Trends: Quarterly newsletter**

*Call or see our website for more details!*

## Registration Details:

Phone: 888-654-3363 Fax: 931-722-7495  
 Online: [www.hru.net](http://www.hru.net) Email: [educate@hru.net](mailto:educate@hru.net)

Emergency Triage Toolbelt \$369/person   
 Triage Trainer \$1950/first trainer   
 Additional Trainers \$1495/person

### The Triage Trainer fee includes the following:

- 1<sup>st</sup> year copyright privileges for training materials
  - Unlimited email and conference call support
  - Quarterly newsletter – Triage Trends
  - Trainer Chat line
  - Trainer course day and portfolio materials
- The annual renewal fee for these Triage Trainer benefits is \$1500/location

### Course Location Details

Holiday Inn Bloomington I-35  
 1201 W 94<sup>th</sup> Street  
 Bloomington, Minnesota 55431  
 952-884-8211

Room Rates: \$85 + tax-**book early!!**  
 Free shuttle to/from:  
 Minneapolis airport/Mall of America

Name: \_\_\_\_\_ Title \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone (work) \_\_\_\_\_ (home) \_\_\_\_\_  
 Email \_\_\_\_\_

**All confirmations are sent via email**

### EMPLOYER INFORMATION

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Payment Option: Check  Credit Card   
 Charge My Credit Card: Visa  MasterCard  Amex  Discover   
 Name on credit card \_\_\_\_\_  
 Account # \_\_\_\_\_  
 Expiration Date \_\_\_\_\_  
 Signature \_\_\_\_\_