



Manchester Triage System: Face-to-face triage

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Reasons not to triage

- No queue!
- Minimum wait
- No risk
- Identifiable and consistent workload
- Enough clinicians to manage the patients at the point of entry



Challenges to triage practice

Primary Care Streaming (Navigation)

- Navigation: Directing patients to appropriate services prior to any formal triage assessment
- Rapid decision, limited patient contact time & questioning
- No patient privacy
- No clinical assessment
- Requires experienced ED nurse



Reasons to triage



- Managing patient flow & assessing risk
- High attendance
- Sub-optimal staffing levels
- Good quality streaming based on clinical assessment and signposting to most appropriate care



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Challenges to triage practice

- **Emergency Care Data Set (RCEM)**

- **Trauma / musculoskeletal**

Head injury Facial injury Neck injury Injury of shoulder/ arm / elbow / wrist / hand Injury of hip / leg / knee / ankle / foot Injury of thorax Injury of abdomen Injury of back Pain in back / trunk (no injury) Pain in shoulder / arm / elbow / wrist / hand Pain in hip / leg / knee / ankle / foot Joint swelling Major trauma (serious injury > 1 body area) Traumatic amputation

MTS Presentational flow Charts easily matched to

- Limb problems
- Head injury
- Facial problems
- Neck pain
- Major trauma

No altering of MTS presenting complaint permissible



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System**



post publication updates 2016/2017

New discriminators

Changes to discriminators

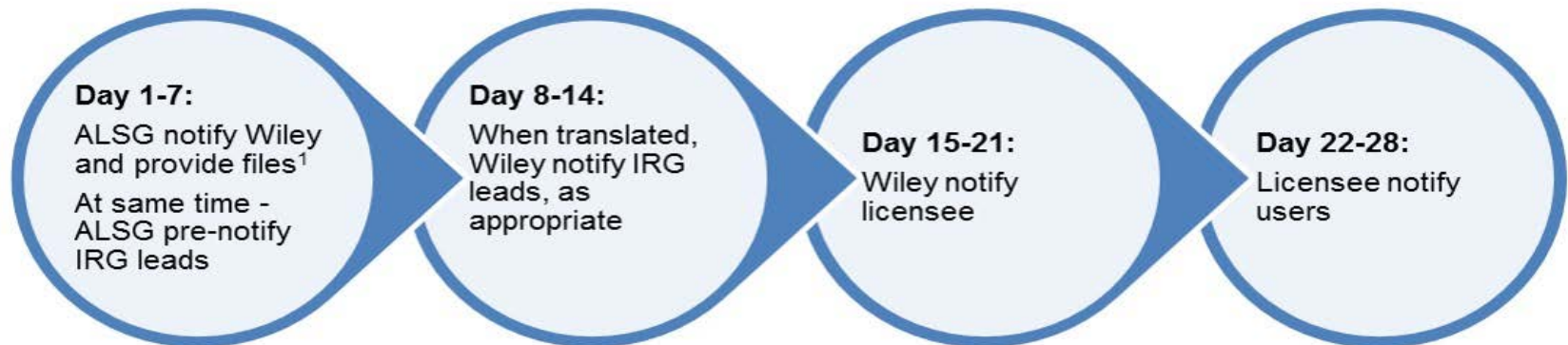
Discriminator additions to charts



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Critical Updates:

For patient safety updates there will be a specified time-frame within which each organisation will be expected to send the update out. All steps should be completed within 28 days.

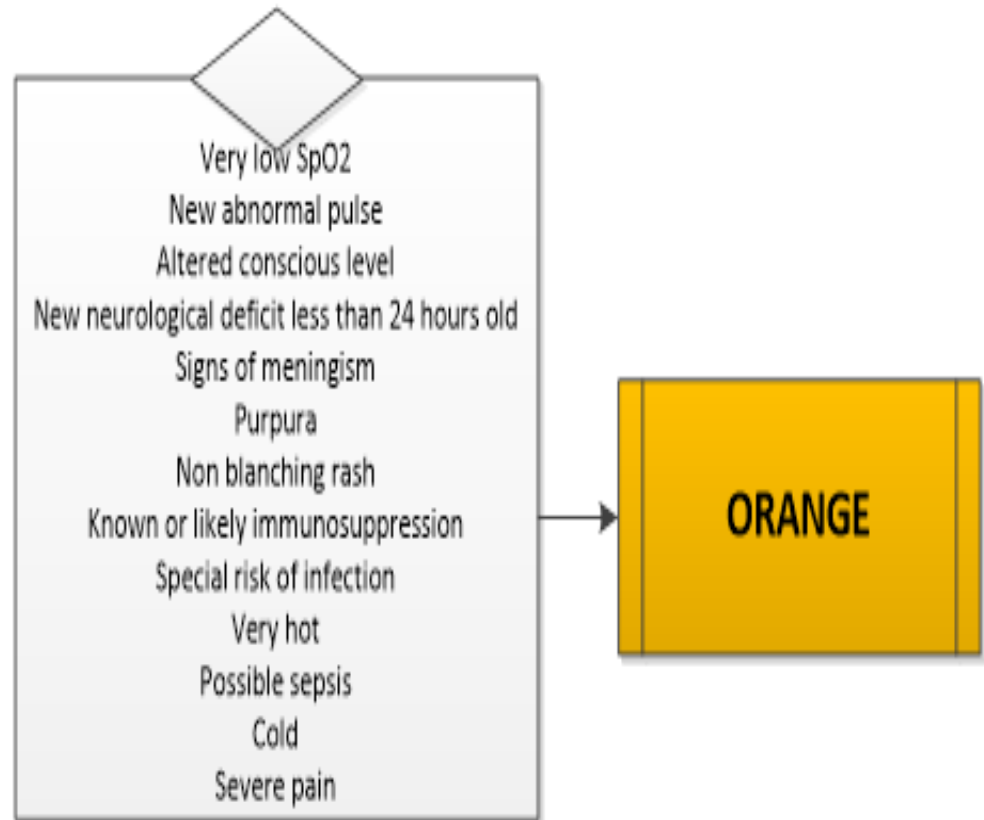


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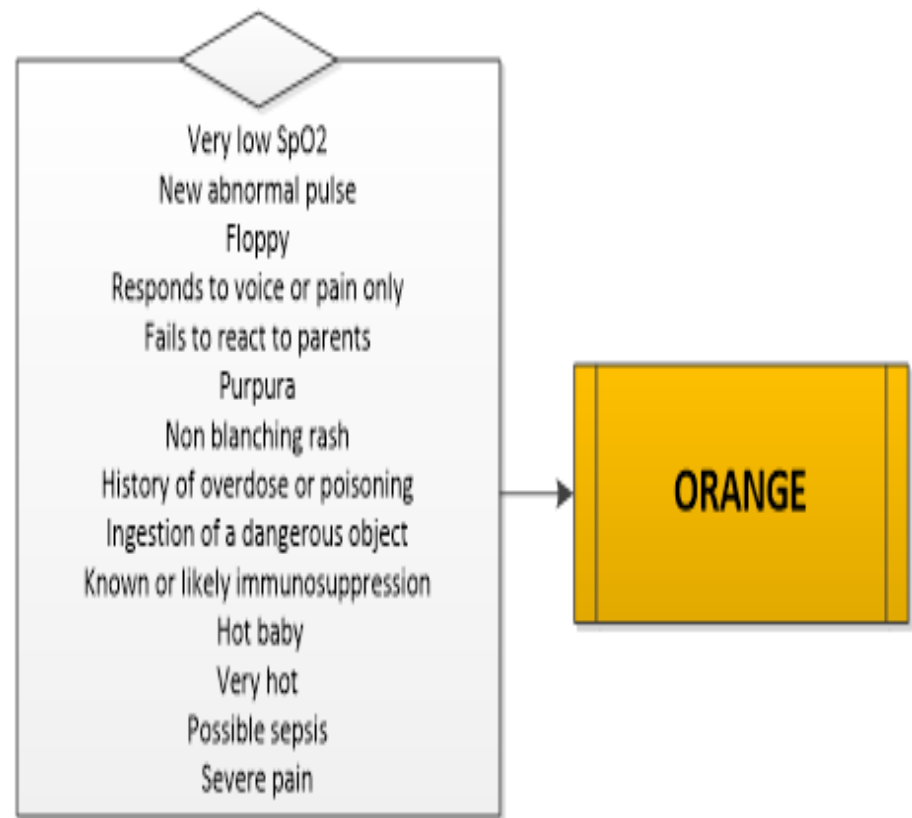
Possible sepsis

Suspected sepsis in patients who present with altered mental state, low blood pressure (Systolic <100) or raised respiratory rate (rate >22). In children, age specific physiological values should be used to determine if possibly septic.



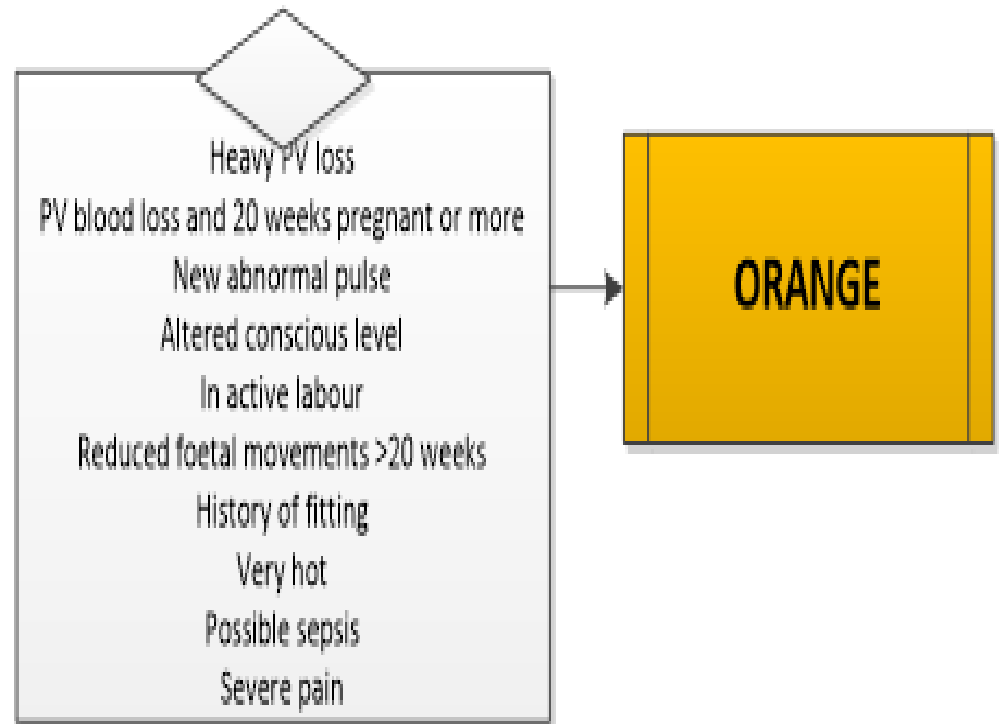
Ingestion of a dangerous object

Ingestion of a dangerous or potentially dangerous foreign object e.g. button battery, magnets or razor blades which may be a potential threat to life.



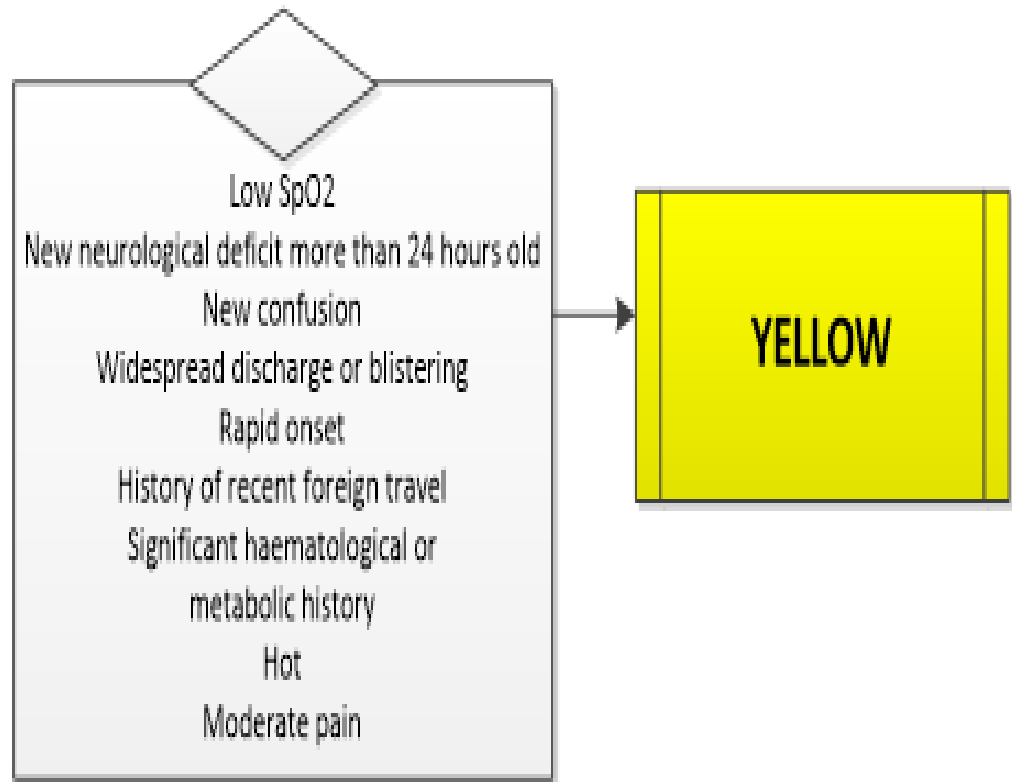
Reduced foetal movements > 20 weeks

Absent or reduced foetal movements during the previous 12 hours in a woman known to be beyond the 20th week of pregnancy



New confusion

Patients with new onset confusion



Discriminators

“Significant haematological history”

to

“Significant haematological or metabolic history”



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Discriminators

“Drooling”

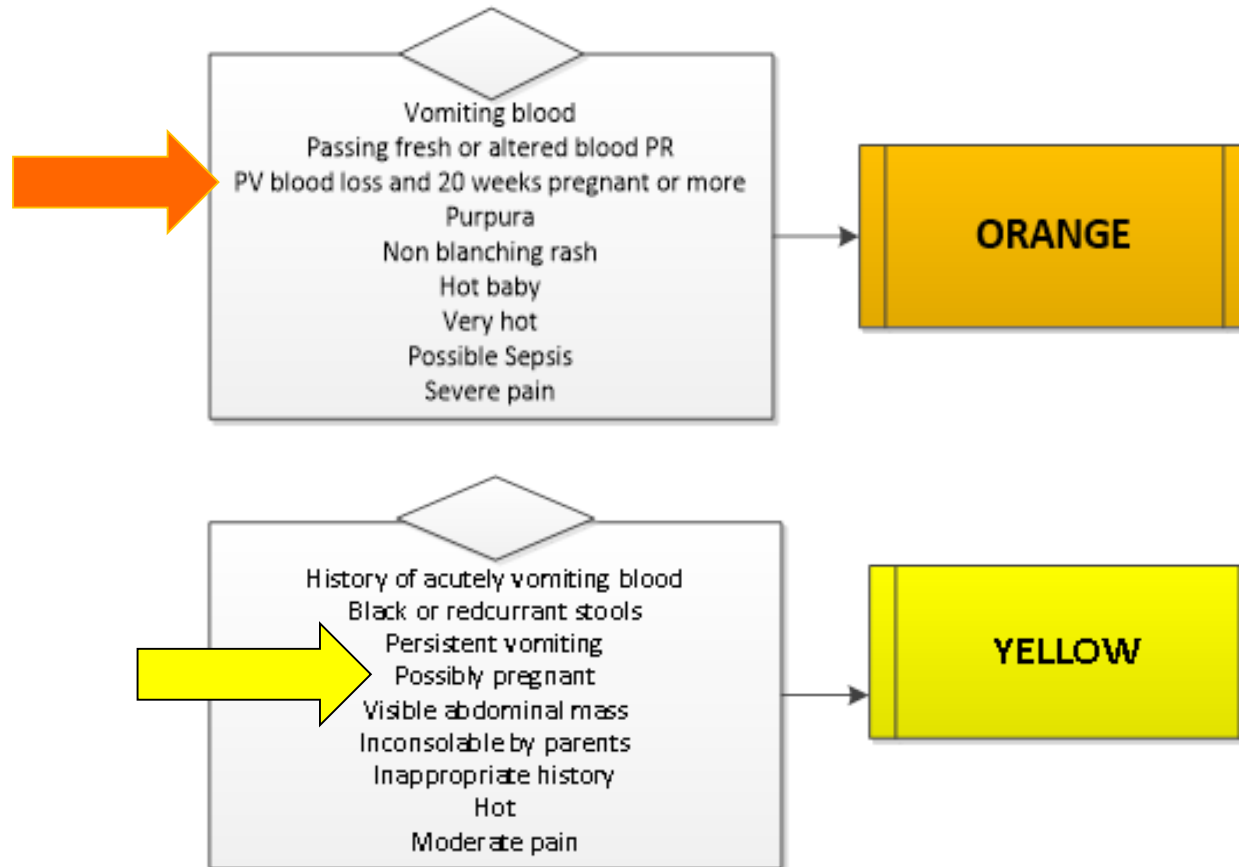
added to Allergy



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Abdominal pain in children



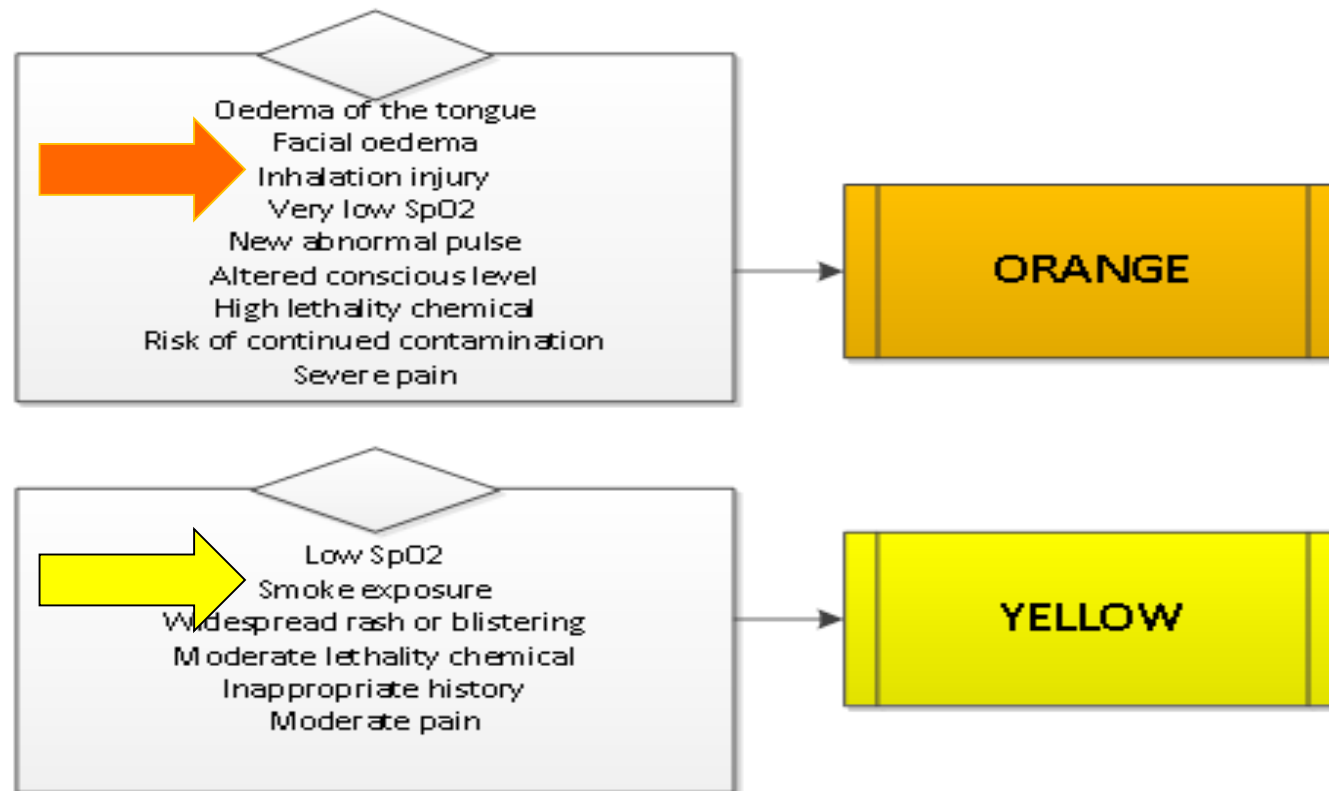
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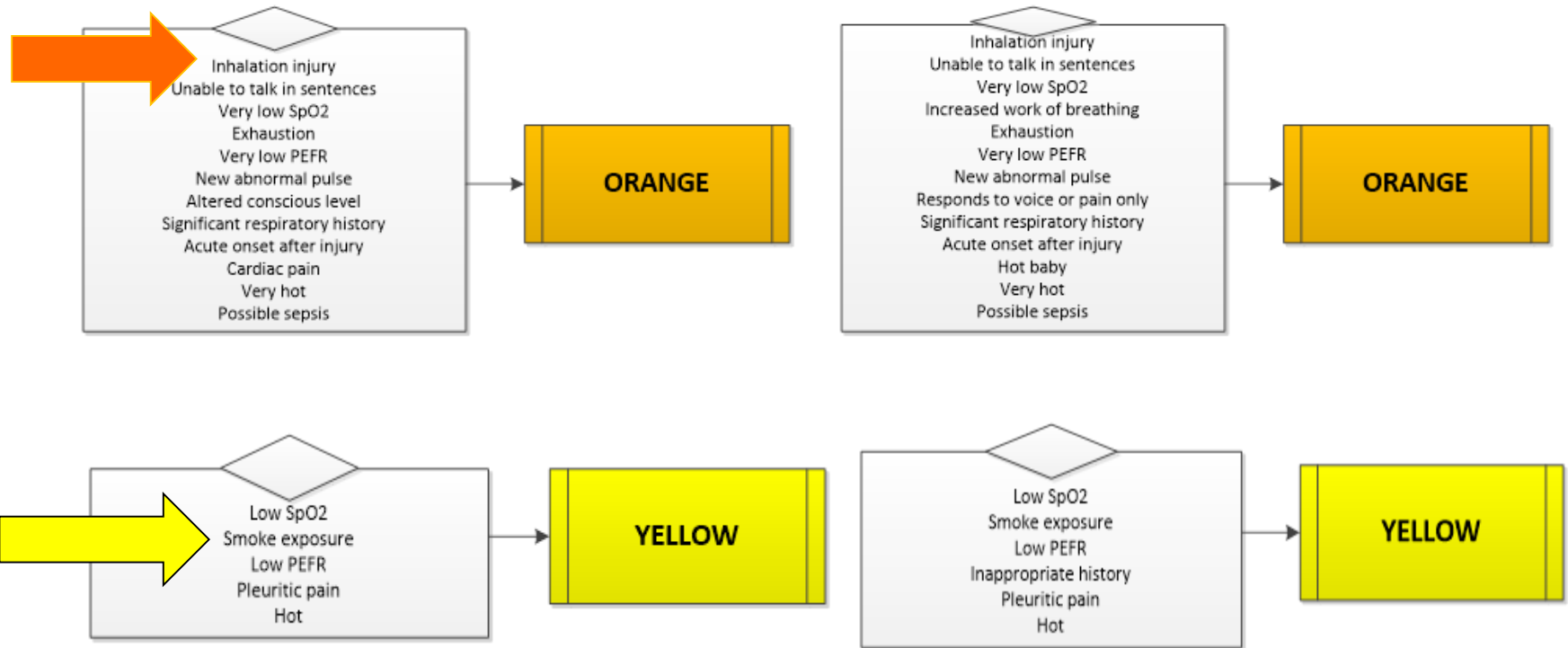
Chemical exposure



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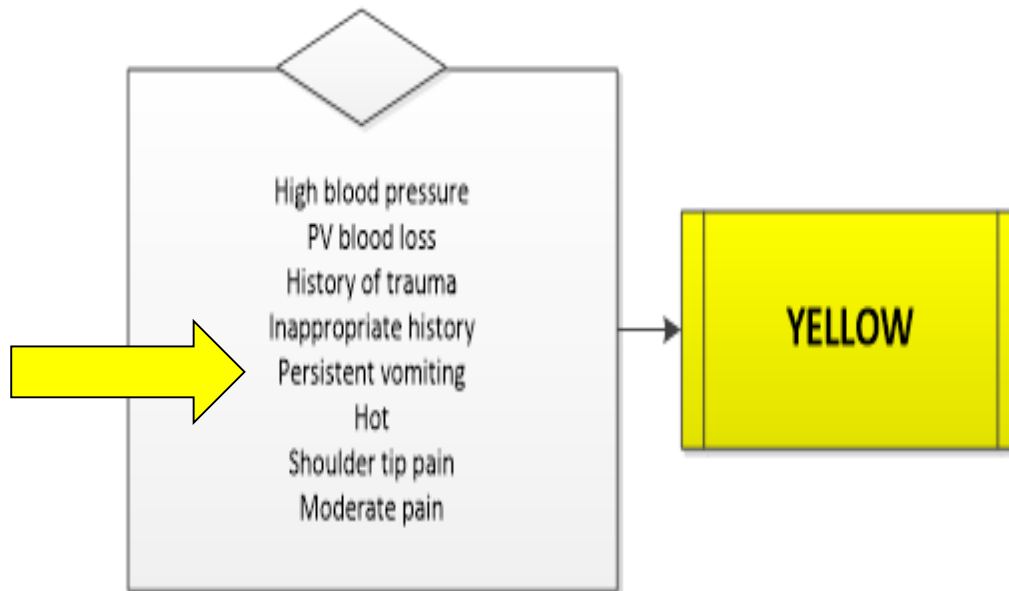
Shortness of breath in Adults & Children



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Pregnancy



“Persistent vomiting”

Additions to multiple charts

“New abnormal pulse”

“Warm newborn”



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Triagenet.net

The screenshot shows the homepage of the Triagenet.net website. At the top, there is a navigation bar with a 'Messages' icon on the left and a user profile 'Stephanie Allmark' on the right. A dropdown menu is open, listing 'Emergency Triage 3e', 'Telephone Triage and Advice 3e', and 'Nursing and Residential Triage 3e'. Below the navigation bar is a dark green header with the 'MTS' logo on the left and navigation links for 'Home', 'Dashboard', and 'My Courses' on the right. The main content area features a large banner for 'Emergency Triage 3e' with a book cover image on the left and right. The central text reads 'Emergency Triage 3e'. Below the banner, there is a dark blue section with the text: 'The Manchester Triage System is a clinical risk management tool used Worldwide to safely manage patient flow when clinical demand exceeds capacity'. A link 'Click here to learn more' is provided, along with the instruction 'Find all information and resources in the dropdown lists at the top of the page'. At the bottom of the banner area, there is a green section titled 'Contact us' with the text 'Check the FAQs first in the dropdown lists above' and links for 'Course enquiries | General enquiries'.



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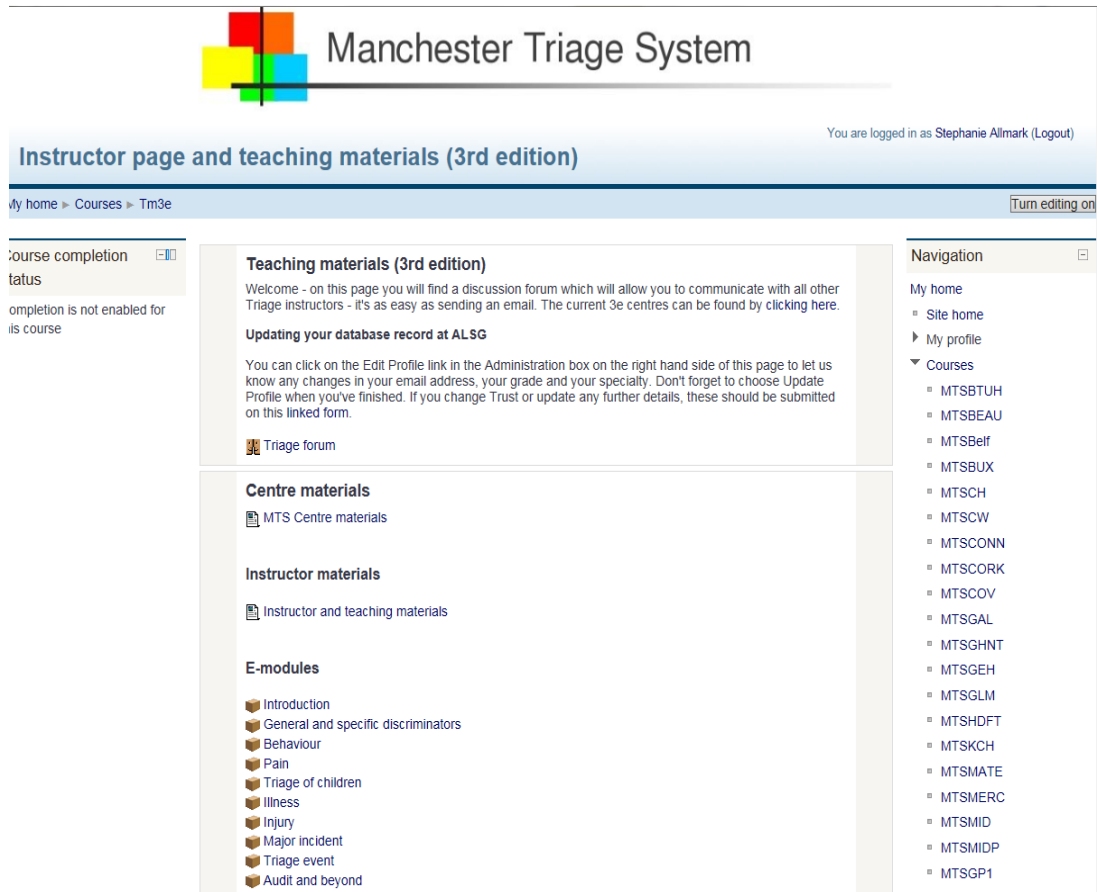


Advantages of Approved Centre Status

- Units accredited as quality assured training sites
- Maintaining the presence of instructors within the organisation
- A commitment to continuous training
- A commitment to maintenance of audit of practice



Modules and Resources



The screenshot shows the Manchester Triage System (MTS) Instructor page. At the top, there is a logo with four colored squares (red, orange, yellow, green) and the text "Manchester Triage System". Below the logo, it says "You are logged in as Stephanie Allmark (Logout)". The main heading is "Instructor page and teaching materials (3rd edition)". The page is divided into several sections:

- Course completion status:** A box indicating that completion is not enabled for this course.
- Teaching materials (3rd edition):** A section with a welcome message and instructions on how to update the database record at ALSG.
- Centre materials:** A link to "MTS Centre materials".
- Instructor materials:** A link to "Instructor and teaching materials".
- E-modules:** A list of topics including Introduction, General and specific discriminators, Behaviour, Pain, Triage of children, Illness, Injury, Major incident, Triage event, and Audit and beyond.
- Navigation:** A sidebar menu with options like "My home", "Site home", "My profile", and a list of courses including MTSBTUH, MTSBEAU, MTSBelf, MTSBUX, MTSCHE, MTSCW, MTSCONN, MTSCORK, MTSCOV, MTSGAL, MTSGHNT, MTSGEH, MTSGLM, MTSHOFT, MTSKCH, MTSMATE, MTSMERC, MTSMID, MTSMIDP, and MTS GP1.

- MTS centre materials
- Instructor and teaching materials
- E-modules





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