Rationale for Module:
This module aims to allow nurses at any level of triage experience to improve the skills and knowledge underpinning the practice of triage within different clinical settings.

Module Aims:
The aims of this module are to:
- Enable the nurse to use appropriate problem-solving strategies, triage models and skills to prioritise care needs
- Equip the nurse with relevant skills and knowledge to direct patients/clients to appropriate health care support within a variety of care settings.

Module Outcomes (summary)
By the end of this module, students will be able to:
- Use the reflective cycle to learn from practice and theory in the development of triage and assessment skills
- Critically assess the process of clinical decision-making and problem-solving in the context of triage
- Critically analyse legal and ethical issues, specifically accountability, in relation to triage
- Critically discuss the role and form of protocols, clinical governance and care pathways relevant to triage
- Discuss and critically analyse the policy context of triage
- Demonstrate development in the use of specific communication skills for face-to-face and telephone health services in practice
- Critically assess and analyse the rationale for referral decisions

KSF – Core dimensions
This module contributes to the following core dimensions:
1. Communication
2. Personal and People Development
3. Service Improvement
4. Quality

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This document is available in larger formats upon request. Please email: enquiries@chester.ac.uk for further details.