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Letter to the Editor

To the Editor,

The Prince of Wales Audit Project team would like to thank Associate Professor Gerditz for her comments regarding our presentation at this year's 9th International Conference for Emergency Nurses.

We agree that developing a sustainable quality framework for the retrospective auditing of triage decisions is a challenging task. Not only must an audit process evaluate triage performance, it must enable improvement of triage decision accuracy over time. We fully support the assertion that a triage audit framework must be able to support the professional development of a department as a whole, as well as the individual.¹ Our audit project team felt it was essential to analyse triage performance not only at the department level, but also the individual, to enable individualised feedback and to support development plans for nurses that were noted to have triage performance issues. In our audit tool, although the auditors were blinded to the triage nurse name to decrease bias, the reports generated by the program retain all necessary information for comprehensive analysis and quality improvement strategies to be enacted at the department and individual level.

A detailed report on the creation of the Prince of Wales Australasian Triage Scale Audit Tool will shortly be submitted for publication, and further information about the audit is available from the authors (A. Hodge, A. Hugman, W. Varndell).

Provenance and conflict of interest

This paper was not commissioned.

Reference

1. Gerditz M. How do we define quality at triage? *Australas Emerg Nurs J* 2011;14:215–6.

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5 January 2012