

# Guideline

## Health Service Directive

Protocol <insert number here>  
Effective Date: 01/01/13  
Review Date: 01/01/2014  
Supersedes: New Guideline

### Patient Access and Flow Health Service Directive

## Guideline for the Implementation of the Clinical Initiatives Nurse Role in Emergency Departments

### 1. Purpose

This Guideline provides recommendations for the introduction of the Clinical Initiatives Nurse (CIN) role in Emergency Departments (ED) within Hospital and Health Services.

### 2. Scope

This Guideline provides guidance to all Hospital and Health Services.

This Guideline provides guidance to all Hospital and Health Service employees and all Queensland Health employees working in or for Hospital and Health Services. This Guideline also applies to all organisations and individuals acting as an agent for Hospital and Health Services including Visiting Medical Officers and other partners, contractors, consultants and volunteers.

### 3. Guideline for the Implementation of the Clinical Initiatives Nurse Role in Emergency Departments

#### 3.1 Staffing requirements

3.1.1 Hospital and Health Services Chief Executive Officers should:

- Ensure the CIN is available for deployment into the Emergency Department at all times seven days a week.
- Ensure the CIN is present during times of peak activity in the Emergency Department.



### 3.2 Purpose of the CIN Role

3.2.1 The CIN is separate and distinct from the triage nurse role.

3.2.2 The primary purpose of the CIN role is to:

- Improve patient flow through Emergency Departments
- Improve Patient Off Stretcher Times (POST) and handover processes within the Emergency Department
- Provide care to patients in the ED waiting room when required.

### 3.3 Experience and knowledge required

3.3.1 The CIN shall:

- have completed the Emergency Triage Education Kit, and shall have at least one years triage experience and two years total Emergency Department nursing experience.
- have completed Communication and Patient Safety training or equivalent.
- have completed training in Aggressive Behaviour Management.

## 4. Auditing and Reporting

Hospital and Health Services should participate in audits related to the CIN role conducted, coordinated or commissioned by Queensland Health.

## 5. Supporting and related documents

- *Hospital and Health Boards Act 2011.*

### Protocols, Procedures, Guidelines

- Emergency Triage Education Kit
- Protocol for Capacity Escalation Response
- Protocol for Patient Off Stretcher Time (POST)
- Protocol for Inter Hospital Transfer
- Australasian Triage Scale

### Authorising Health Service Directive

- Patient Access and Flow Health Service Directive



## 6. Definition of Terms

Definitions of key terms are provided below.

Term	Definition / Explanation / Details	Source
Triage	A triage system is the basic structure in which all incoming patients are categorised into groups using a standard urgency rating scale or structure	Emergency Triage Education Kit, Australian Government, Department of Health and Ageing.

## 7. Approval and Implementation

### Protocol Custodian

Michael Zanco  
 Executive Director  
 Clinical Access and Redesign Unit  
 Health Services Innovation Branch

### Approving Officer:

Tony O'Connell  
 Director-General  
 Queensland Health

**Approval date:** 18/12/2012

**Effective from:** 01/01/2013

