



Door-to-Triage Time

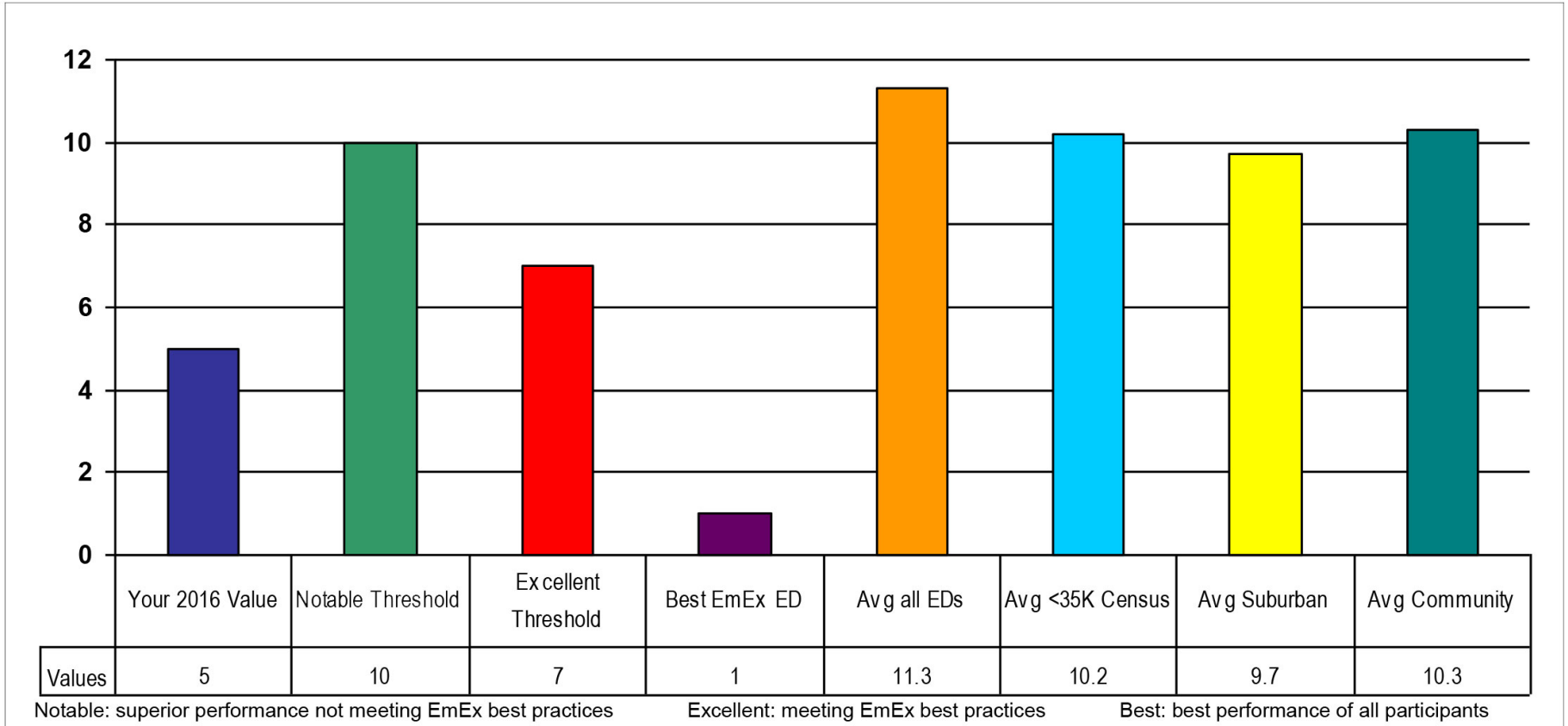
How many minutes from patient arrival until triage (ESI or other measure) is assigned?

Your Value: 5

Pillar: Systems and Safety

Percentile Ranking (EmEx EDs):

All EDs	91%	Suburban EDs	87%
<35K Census EDs	97%	Community EDs	89%



Discussion:

The door-to-triage time is defined as the time period (in minutes) from a patient's emergency department arrival until the triage score is assigned. Rapidly and accurately categorizing patients into severity groups, particularly during busy periods, prevents "sick" patients from being neglected while awaiting physician assessment. This is a critical benchmark since patients with time-sensitive conditions are at risk until assessed. In addition, delays in triage score assignment are indicative of flawed processes, insufficient front-end staffing, or both.

Three-level systems were quite common until the advent of more precise 5-level systems. The 3-level systems divide patients into three groups "emergent" (cannot safely wait until a space in the clinical area becomes available), "urgent" (can safely wait a short amount of time until a space in the clinical area becomes available), and "non-urgent" (can safely wait a long time until a space in the clinical area becomes available).

Currently, over half of US emergency departments use a 5-level system (i.e., ESI, CTAS/Canadian, Australian, or modified versions). The Emergency Severity Index (ESI), the most prevalent 5-level system used in the US, is a 5-level triage rule that categorizes patients into five groups as follows:

- ESI 1 - Severely unstable, must be seen immediately by a physician, often require an intervention (i.e.

Full report includes over 100 additional benchmarks.