



**Manchester  
Triage  
System**

# ANNUAL IRG REPORT

## 2023



**Emergency  
Triage**



**Telephone  
Triage and  
Advice**



**Nursing and  
Residential  
Triage**



**Pathfinder**



[www.triagenet.net](http://www.triagenet.net)



# INTRODUCTION

*Jill Windle*



It seems that 2023 has been particularly busy for members of the IRG across the world. As healthcare professionals leave, transfer or new members come on board, each country is reporting extensive training is being given across the suite of Manchester Triage Systems.

Our collaborative work with many IRGs has been especially busy in the last 12 months with outputs from the task and finish group to improve vital signs for children.

Also there are ongoing developments to produce Emergency Triage 4th edition, to increase consistency between charts and produce a definitive hierarchy of discriminators. In addition, work continues on the corresponding development of 2nd edition Telephone Triage & Advice, both due for publication in 2025.

New Mental Health charts have been launched, refreshing the discriminators and updating the process. To support this there are new training materials and e-modules available.

Lastly, there is an ongoing evaluation study to test the feasibility of a five-tier Telephone Triage and Advice systems with reporting of preliminary results due late 2024.

# AUSTRIA



Emergency  
Triage

v3.8 2021

6  
Trainers

3,800  
Providers

## Numbers triaged per year

Of the clinics that have reported data, there is a total triage frequency of 1,500,000 patients per year. With 21 auditors checking between 2-3% of cases per year.

## Educational activity

In 2022, 18 MTS courses took place with 280 delegates taking part, two of which were online events and a further 21 courses were planned for 2023 along with three refresher events and four new implementations within clinic.

## Future plans

The plan for the future will be to further expand the MTS ER triage and establish it as a fixed standard in Austria. In the next few years, Austria intends to implement the NaRT tool.

# BRAZIL



**Emergency  
Triage**

**v3.6 2017**



**Telephone  
Triage and  
Advice**

**v1.7 2022**

**357  
Hospitals**

**16  
Trainers**

**3  
Providers**

## **Emergency Triage activity**

There are face-to-face emergency triage activities in institutions certified by the Brazilian Risk Classification Group.

## **Telephone Triage activity**

Implementation and validation is in progress in the city of Curitiba, State of Paraná, Brazil. Validation is in progress in partnership with the Portuguese Triage Group (GPT), which also includes the Azores, Madrid and Norway.

## **Audit activity**

Internal training has been provided on how to conduct an audit and certification, along with the dissemination process on the essential need for audits becoming routine. Despite certifying a number of professionals and clinical institutions, there has been low adoption of the audit process but work continues to drive the audit process forward. In addition, Brazil has worked in partnership with the Nursing Councils to improve surveillance in emergency services that are using the Manchester Protocol.

Internal auditing in training, certification and the dissemination process needs to become routine. Despite having certified numerous professionals and institutions, there is low adherence to the audit process. We have worked in partnership with Nursing Councils to improve surveillance in emergency services that use the Manchester Protocol.

## **Educational activity**

Education was maintained even during the pandemic using the synchronous format via Zoom.

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Trainers**

**3  
Providers**

## Future plans

Brazil intends to maintain educational activities regarding the Manchester Protocol, both with face-to-face courses and utilising the online model, live through the Zoom application. Zoom has proven to be efficient and cost-effective for institutions given the size of Brazil. The Grupo Brasileiro de Classificação de Risco (GBCR) will continue to participate in the validation and implementation activities of the TTA in Curitiba.

There is a demand for the implementation of the Manchester Protocol focused on primary care and would like more information on how to introduce training in response to this need.

## Licensing and approval

The (GBCR) has already approved three software programs: Tolife, Tasy and MVSistemas and are in the process of finalising the approval of another software package called Liberty. Once this has been approved by GBCR, it will formally communicated and recorded.

# UNITED KINGDOM



**Emergency  
Triage**

**v3.8 2021**



**Telephone  
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Advice**

**v1.7 2022**



**Nursing and  
Residential  
Triage**



**Pathfinder**

**1082  
Instructors**

**264  
Hospitals**

## **Emergency Triage activity**

The demand for Instructor courses continues to grow and in most months a course is run, either face to face or virtual.

In the UK and Ireland we have 865 active Instructors in 264 approved sites.

The monthly Instructor drop-in sessions have proved a real success and an important source of information for both our instructors, keeping them informed of all ET developments, but also great ideas for improvements to Provider Course resources which have been rolled out.

We have developed a Presentation Flow Chart tool for teaching purposes, so all candidates during a Provider Course can access the most up to date charts via a QR code.

Significant changes to our website, particularly the centre pages, have been achieved and the simplified format has resulted in increased numbers of candidates logging in and signing-off, as well as the uploading of ongoing audit data across many of our approved sites.

## **Telephone Triage activity**

The 2nd edition continues to evolve and the mental Health charts have now been launched.

Across the UK there are 32 centres and Instructors number 217.

# UNITED KINGDOM



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**v3.8 2021**



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Triage**



**Pathfinder**

**1082  
Instructors**

**264  
Hospitals**

## **Pre-hospital Pathfinder activity**

New Mental Health charts have been successfully launched and new training materials and e-modules are now available to support and help with the utilisation of the charts.

In addition, there has been an increase in services in the UK utilising Pathfinder, with 10 centres and 12 Instructors.

## **Nursing and Residential Triage activity**

There are 189 care homes, with over 600 providers using the NaRT tool across the UK and Ireland.

Pilot sites have been implemented across Northern Ireland and Ireland and it will soon be rolled out across the country.

## **Educational and audit activity**

Each centre is responsible for their own auditing processes. Instructor training carried out through ALSG by National instructors and provider training is cascaded in-house by registered instructors.

## **Future plans**

The UK will continue to work on future plans for the introduction of new ET and TTA editions. NaRT updates are planned for later this year.

# SPAIN



**Emergency  
Triage**

**v3.6 2017**



**Telephone  
Triage and  
Advice**

**v1.7 2022**

92  
Hospitals

600  
Trainers

254  
Providers

7000000  
Triage

## **Emergency Triage activity**

In most hospitals, the third edition is being used, without the Mental Health updates. In the hospitals of the Northern region of Asturias, the first version is still in use and the Health Service Authorities are encouraging them to update the programmes to the third edition.

## **Telephone Triage activity**

In the Emergency Service SUMMA 112, Madrid has carried out a pilot project on the implementation of the Manchester Telephone Triage & Advice System in their Emergency Call Centre. Due to the continuous movement of nurses joining and others leaving, new nurses are constantly being trained in the MTS method. Nurses are handling the triage for approximately 25% of incoming calls, mostly of low priority. The remaining calls continue to be regulated by doctors at the Coordination Centre.

## **Audit activity**

Audits are conducted in the nine hospitals in the region of Asturias. Audits are also carried out for the Telephone Triage & Advice (TTA) in SUMMA 112 in Madrid.

## **Educational activity**

In the different regions of Spain, training courses are provided for new users of the Manchester Triage System, both for ET & TTA.

# SPAIN



Emergency  
Triage

v3.6 2017



Telephone  
Triage and  
Advice

v1.7 2022

92  
Hospitals

600  
Trainers

254  
Providers

7000000  
Triage

## Licensing and approval

SUMMA 112 is still pending, awaiting the signing of a licensing contract with Wiley for Telephone Triage & Advice (TTA). The nine hospitals in the region of Asturias are waiting to update their system to the third edition.

The 14 hospitals in the region of Extremadura continue to work with the Emergency Triage (ET) with a contract for distributing it with a company called Everis – MTT Data, but have yet to sign a licensing agreement with the Spanish Manchester Triage Group.

Extremadura have still to train their triage nurses through official GET courses.

In addition, there are hospitals in the region of Valencia that are using a "free version" of the Manchester Triage System without an official license.

# GERMANY



Emergency  
Triage

v3.7 2020

600  
Hospitals

50  
Trainers

6  
Providers

## Emergency Triage activity

ET is meanwhile recognised by the state and is likely to be officially implemented as standard and today it is widely accepted, and is the main Triage tool in use (ESI in only a small number of hospitals).

## Telephone Triage activity

Not yet in use - first contacts are being developed and becoming more concrete and it is hoped the first implementations will come to fruition in 2024.

## Nursing and Residential Triage activity

This is urgently needed with the initial contact having been made and a pilot will hopefully run in 2024.

## Audit activity

High numbers have been involved in training and mentoring in order to be able to mentor and conduct a full audit. Training is now in high demand due to legal changes however, this is no central data collection but it is hoped this will start in 2024.

## Educational activity

Training in ET app was 180 in Germany (2023) and training in Mentor/Auditing was eight in Germany (2023), as well as training trainers, with one each in Germany, Austria and Hamburg.

## Future plans

More ET-trainings in 2024 - Update ET-course Pilot and TTA Pilot, as well as NaRT.

# NORWAY



Emergency  
Triage

v3.8 2021

5  
Hospitals

230  
Trainers

23  
Emergency  
clinics

c.1000  
Providers

## Educational activity

There were two courses, one in February and October 2023.

## Future plans

Further development of digital tools.

# SWITZERLAND



Emergency  
Triage

v3.8 2021

13  
Hospitals

4  
Trainers

2  
Audits

c.320  
Providers

## Emergency Triage activity

Five provider courses and two update courses took place.

## Future plans

Holding the status.

# PORTUGAL



**Emergency  
Triage**

**V 3.6**



**Telephone  
Triage and  
Advice**

**Oct 2015**

240  
Hospitals

128  
Private  
hospitals

14,063  
Trainers

1348  
Providers

21,676,656  
Triage  
per year

## **Emergency Triage activity**

Applied to all hospitals (public and private).

## **Emergency Triage activity**

Applied in the Azores.

## **Audit activity**

Portugal has implemented a new informatic tool which is still in the testing phase.

## **Future plans**

To implement the new version of the manuals which are already at the graphic phase with the ultimate versions.

# MEXICO



Emergency  
Triage

v3.6 2017



5  
Hospitals

4  
Trainers

1200  
Triage

25  
Providers

# SLOVENIA



Emergency  
Triage

v3.8 2021

11  
Hospitals

10  
Trainers

763,000  
Triage

370  
Providers

## Emergency Triage activity

Implementation of triage in ED and in Emergency first aid services.

## Telephone Triage activity

Not yet, but would like to introduce it as a secondary triage after Emergency Medical Dispatch call processing.

## Audit activity

Within the framework of the concession, which the Nurses and Midwives Association of Slovenia holds via the Ministry of Health, a triage audit is part of regular professional supervision of individual providers of nursing care or health institutions. A triage audit in individual departments is performed by responsible personnel /head nurses, who are also experienced triage practitioners.

## Educational activity

The Association of Nurses and Midwives of Slovenia, the Professional group of nurses and health technicians in emergency units prepare MTS Courses. They take place twice a year and last two and a half days, with 20-25 participants attending the course. Course participants continue with clinical practice in ED under the guidance of clinical mentors. Since 2017, the annual professional meeting of triage providers has been held.

# SLOVENIA



Emergency  
Triage

v3.8 2021

11  
Hospitals

10  
Trainers

763,000  
Triage

370  
Providers

## Future plans

- To introduce triage to Prehospital Emergency departments
- Improve audit activity
- Increase the number of instructors and clinical mentors
- Cooperation with neighbouring regions in the development of triage
- Establish a register of triage nurses

## Licensing and approval

In order to facilitate the integration of updates into the teaching/ using material, we have not yet published the book. We are also looking for opportunities to obtain an electronic version of the algorithms.