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### **Abstract: Working with Manchester Triage-job satisfaction in nursing**

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This study covers nurses' job satisfaction during triage at emergency departments in Western Sweden. Because more and more patients tend to seek care at emergency departments, it is of increasing importance to use methods that secure the patient's medical needs. It is therefore important to treat patients according to need, instead of according to order of arrival

The research question was: What contributes to job satisfaction during triage work? Data was collected from 74 triage nurses using a questionnaire containing 37 short form open questions. The answers were analyzed descriptively and by measuring the covariance. Two open questions prompted the participants to describe two triage scenarios. One of these related to a high level of job satisfaction. The other one was based on an unsatisfactory situation, which meant low or no job satisfaction. From the content analysis, the following core categories were extracted: the MTS method, the work environment at the emergency department, and the individual competence. The results thus consisted of individual and external factors. The open questions revealed that older colleagues at times questioned the triage of the younger ones. Difficulties in decision-making were encountered primarily during the assessment of patients with multiple diseases. Since this patient group had increased in number, greater requirements were placed on the nurses' competence.

The results of the survey showed a high degree of job satisfaction (88%). Triage as a method, the interesting nature of the work, and a certain freedom in connection with the triage tasks contributed to job satisfaction ( $R^2=0,40$ ). The nurses found their work stimulating and interesting, although some reported job dissatisfaction due to a heavy work load and lack of competence. Most of the nurses (63%) thought that MTS was a difficult method with some disadvantages. MTS could not always distinguish all the parameters that an experienced nurse took into account during triage estimates. This could imply that the rational modeling structure by which the triage method is constructed is unable to distinguish all the parameters that an experienced nurse takes into account. When the model is allowed to take precedence over experience, it can be of hindrance and contribute to certain estimates not corresponding with the patient's needs. This was reflected in that as many as a third of the participants did not feel that MTS was safe for patients. Such factors reduced job satisfaction.

The participants requested regular exercises solving and discussing patient scenarios. They also wanted to participate on a regular basis in the development of MTS. The method can thus contribute to a smooth work environment with high precision for certain groups of nurses. There are therefore good reasons to further research the influence of MTS in triage work.

**Keywords:** Triage, job satisfaction, nursing, Sweden.