

# Assessing The Knowledge, Attitudes, And Practices Of The Malaysian Triage Scale 2022 Among Emergency Healthcare Providers

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## INTRODUCTION

The traditional three-level (3L) triage system previously used in EDs lacked consistency and clinical reliability, prompting a transition to a five-level (5L) system. The MOH introduced the revised 5L Malaysian Triage Scale (MTS) in 2022 to enhance triage precision and standardization across EDs. This study aimed to assess the levels of KAP among emergency HCPs in Malaysia regarding the 5L MTS protocol and the correlations between each of the KAP domains.

## METHODOLOGY

An observational, prospective, cross-sectional study using a newly validated online questionnaire was conducted among emergency HCPs in Malaysia from 01/12/2024 – November 30/11/2024.

**Inclusion Criteria :** Emergency physicians, emergency medical officers, nurses, and assistant medical officers.

**Exclusion Criteria:** Incomplete forms / data

## RESULTS

A total of 370 respondents being included in the analysis with an exclusion of 37 incomplete forms. Median scores for knowledge, attitudes, and practices were 69.6% (IQR = 60.9% – 73.9%), 40 (IQR = 34 – 42), and 70.0% (IQR = 60% – 80%), respectively. Triage acuity assessment showed >50% effectively executed the triage procedure for level 1/2 but only 20% demonstrated accurately identify patients categorized as level 4. Positive correlations were found between knowledge-attitudes ( $r = 0.165$ ,  $p = 0.001$ ), and between knowledge-practice ( $r = 0.319$ ,  $p = 0.001$ ).

## DISCUSSION

- About 89.5% of participants had a good understanding of the updated triage system, and 83.5% applied it well, scoring over 60%.
- Correlation indicate only weak to moderate positive correlations between knowledge-attitude and knowledge-practice. Other factors like experience, training, resources, case types, and workload also affected how they performed triage.
- Gap in confidence in executing triage process according to guidelines may reflect broader challenges particularly given the recent adoption of the 5L MTS into national triage protocols.
- Respondents were accurate in identifying life-threatening cases, but their performance was less consistent with non-critical ones.

## CONCLUSION

Emergency HCPs generally demonstrate a satisfactory level of knowledge and practical understanding of the 5L MTS especially for life-threatening cases. Further education and training are needed to enhance recognition of non-critical cases.

[1] Travers DA, et al. Five-level triage system more effective than three-level in tertiary emergency department. J Emerg Nurs 2002;28(5):395-400.  
[2] Richard Wuerz M, et al. Inconsistency of Emergency Department Triage. ANNALS OF EMERGENCY MEDICINE 1998;32(4):431-35.

