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### **Development of a valid and reliable quality measurement tool for general practitioner and nurse-led telephone triage in out-of-hours care**

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**Background & Aim:** The organisation of Danish out-of-hours (OOH) healthcare services has in recent years changed. Hence, regional differences exist regarding the type of healthcare professional performing the telephone triage. Comparative studies on quality of telephone triage performed by general practitioners (GP's) and nurses are sparse and no measurement tool exists in Denmark to assess quality. Thus, we aim to develop a valid and reliable quality measurement tool which can be used for assessing quality of communication, safety and efficiency applicable both in GP and nurse-led telephone triage in Danish OOH care.

**Methods:** The development of the measurement tool will be based on a validated Dutch tool that will be forward-backward translated. Next, a semi-structured internet-based Delphi process will be performed, aiming to secure face and content validity, applicability in Danish settings and validate added items. The panel will consist of 20-25 experts including representatives from both settings, experienced nurses and GP triage professionals, patients and communicative and linguistic experts. Additionally, a dutch comprehensive scoring guide will be translated and validated. Reliability and clinimetric analysis will be tested in a pilot study.

**Results:** The Delphi process is expected in April 2016. At WONCA 2016 we expect to present the results of the translation and Delphi process. We aim the final tool to consist of 20-25 items. Items will represent quality of communication, medical content and appropriateness of triage outcome of telephone consultation (i.e. under- and overtriage).

**Conclusion:** This study will develop a valid and reliable measurement tool in assessment of quality of telephone triage. The measurement tool can be used in quality assurance and enhancement of telephone triage, and will be used in a PhD study comparing quality of GP-led and nurse-led telephone triage in real life patient contacts in Danish acute care settings.