

Triage: A Must for Construction Project Management, Including Processes

One evening, a few years back, I experienced abdominal discomfort, which was nothing new to me since I'm lactose intolerant and have a very temperamental digestive system. However, as the evening went on, the discomfort increased.

Usually, after a night's sleep, my body relaxes, and my digestive system repairs itself. When I awoken, the pain and bloating are gone. That didn't happen this time. My husband rushed me to the emergency room, where there was a host of other patients, and I was triaged. My condition was life-threatening, giving me the priority to be treated immediately without a wait. The other patients had to wait; their conditions were less serious.

How does this story relate to construction project processes? Like the processes in the human body, construction project management processes can be broken or inefficient.



What is a process?

- A sequence of events performed, or a series of actions taken to achieve a particular result
- A way of doing or making something better

Triage is also a process.

Without triage, there is no consistent logic for prioritizing the challenges that threaten the project. If there is no logic, corrective measures are haphazardly tackled.

Therefore, every project should have a triage plan in place so that, when symptoms such as bureaucratic headaches, delays, cost overruns, accidents, or loss of productivity occur, the processes can be triaged, thereby determining the severity of the project threat and prioritizing the urgency of resolution.

Do you have a triage process in place? If not, check our next post, "Construction Project Management Processes Triage Tips," for ideas on setting up your own triage system.

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The graphic used in this post was created by [Military Health](#) and was altered by Lori Vidak. [Link to Graphic.](#)