

## RN PDRP Level Indicators for Nursing Council Competencies relating to Performance Appraisal

### Domain 1: Professional Responsibility

**Competency 1.1** Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional, ethical and relevant legislated requirements

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Practises nursing in accord with relevant legislation/codes/policies and upholds health consumer rights derived from that legislation</li> <li>❑ Accepts responsibility for actions and decision making within scope of practice</li> <li>❑ Identifies breaches of law that occur in practice and reports them to the appropriate person(s)</li> <li>❑ Demonstrates knowledge of, and accesses, policies and procedural guidelines that have implications for practice</li> <li>❑ Uses professional standards of practice</li> </ul>	<ul style="list-style-type: none"> <li>❑ Provides evidence that verifies practice consistently meets professional standards, scope of practice and relevant legislation and demonstrates the ability to integrate these requirements and role model this in the speciality area.</li> <li>❑ Demonstrates ability to meet the standards of the professional, ethical and relevant legislated requirements, providing guidance and support to colleagues.</li> <li>❑ Applies ethical principles and reflection to nursing practice including support and education of colleagues with legislative and professional requirements.</li> <li>❑ Role models ethical principles in own practice, encourages discussions/debate on legal/ethical requirements.</li> </ul>	<ul style="list-style-type: none"> <li>❑ Provides leadership to colleagues in meeting the standards of the professional, ethical and relevant legislated requirements.</li> <li>❑ Monitors and ensures that the team is managing health care within the ethical dimensions of activities such as policy and audit.</li> <li>❑ Role models' ethical principles in own practice and provides education, facilitation to encourage discussions/debate on legislated requirements in this area</li> <li>❑ Intervenes when care/practice is compromised by unsafe or potentially unsafe practices whilst maintaining professionalism</li> </ul>

**Competency 1.2** Demonstrates the ability to apply the principles of the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Understands the Treaty of Waitangi/Te Tiriti o Waitangi and its relevance to the health of Maori in Aotearoa/New Zealand</li> <li>❑ Demonstrates knowledge of differing health and socio-economic status of Maori and non-Maori</li> <li>❑ Applies the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice</li> </ul>	<ul style="list-style-type: none"> <li>❑ Applies Treaty of Waitangi principles in own nursing practice addressing disparities in health.</li> <li>❑ Acknowledges the need for integration of processes appropriate for Maori, through encouraging collaborative cultural relationships to facilitate education and support of others.</li> <li>❑ Demonstrates ability to apply the principles of the Treaty of Waitangi / Te Tiriti o Waitangi to nursing practice and role models to others the ability to integrate processes appropriate for Māori. For example, whānau hui, karakia, whakawhanaungatanga</li> </ul>	<ul style="list-style-type: none"> <li>❑ Collaborates with others to ensure the principles of the Treaty of Waitangi / Te Tiriti o Waitangi are applied to nursing practice and facilitates skilled professionals to educate colleagues on how to integrate processes appropriate for Māori. For example, whānau hui, karakia, whakawhanaungatanga</li> <li>❑ Guides others in the application of Treaty of Waitangi principles, to ensure the integration of appropriate and safe processes for Maori</li> <li>❑ Developing approaches and policies to ensure all team members have an understanding of Tikanga Maori to enhance the effectiveness of the care provided within the practice environment</li> </ul>

**Competency 1.3** Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by nurse assistants, enrolled nurses and others

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Understands accountability for directing, monitoring and evaluating nursing care by enrolled nurses and others</li> <li>❑ Seeks advice from a senior registered nurse if unsure about the role and competence of enrolled nurses and others when delegating work</li> <li>❑ Take into consideration the role and competence of staff when delegating work</li> <li>❑ Makes appropriate decisions when assigning care, delegating activities and providing direction for enrolled nurses, and others</li> </ul>	<ul style="list-style-type: none"> <li>❑ Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by enrolled nurses and others, providing guidance to colleagues</li> <li>❑ Reflection on role of preceptor/teacher, including support of colleagues to accept greater responsibilities or to undertake new skills</li> <li>❑ Effectively assumes leadership responsibilities</li> <li>❑ Evaluates and manages workload demand, staffing levels and health consumer care, demonstrating effective use of resources and ensuring safety for all</li> <li>❑ Co-ordinates transfer of care (e.g. transfer of care, handover, communicating patient/community outcomes/ response/changes) in consultation with the patient and the wider health team</li> <li>❑ Preceptors nursing students, supervises and delegates to EN's, HCA's and less experienced team members</li> </ul>	<ul style="list-style-type: none"> <li>❑ Acts as a role model and provides leadership to colleagues, for directing, monitoring and evaluating nursing care that is provided by enrolled nurses and others.</li> <li>❑ Involved in the evaluation of the competence of others.</li> <li>❑ Assists in the growth, competence, and confidence of colleagues through the delegation of work assigned to them</li> <li>❑ Acts as a role model and coach by ensuring delegation/ direction is effectively managed and critiqued</li> <li>❑ Promotion of a safe staffing environment through the prioritisation of care, effective time management and team motivation</li> <li>❑ Coaches and supports the nursing team to provide safe patient care through the evaluation of patients with multiple needs</li> </ul>

**Competency 1.4** Promotes an environment that enables client safety, independence, quality of life, and health.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Identifies and reports situations that affect health consumers or staff members' health or safety</li> <li>❑ Accesses, maintains and uses emergency equipment and supplies</li> <li>❑ Maintains infection control principles</li> <li>❑ Recognises and manages risks to provide care that best meets the needs and interests of health consumers and the public</li> <li>❑ Ensures up to date knowledge / certification relevant to area of practice</li> </ul>	<ul style="list-style-type: none"> <li>❑ Identifies and responds to complex situations that impact on the physical and social environment to maximise health consumer safety, independence and quality of life and health.</li> <li>❑ Contributes to the effectiveness and efficiency in the operational management of their area of practice to enable health consumer safety, independence, quality of life, and health.</li> <li>❑ Evaluates and reflects on own practice and supports others to ensure health consumer/ colleague safety and risk reduction (e.g. knowledge and practice of medication administration, evidence-based treatments and interventions).</li> <li>❑ Actively involved in resource role for ensuring safe environments, e.g. infection control, health and safety, restraint minimisation / de-escalation, CPR instructor</li> <li>❑ Demonstrates ability to match resources to demands and monitors health consumer outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>❑ Acts as a resource and guides colleagues in complex situations to maximise health consumer safety, independence and quality of life and health</li> <li>❑ Acts as a resource for the development of safe practice skills and provides clear insight and facilitates collective responsibility</li> <li>❑ Acts as a role model and leader in risk management, including knowledge and promotion of safe practice of medication administration, evidence-based treatments and interventions</li> <li>❑ Is actively involved in resource role for ensuring safe environments, e.g. Infection control link nurse, health and safety / environmental safety, restraint minimisation / de-escalation, CPR instructor</li> </ul>

**Competency 1.5** Practices nursing in a manner that the client determines as being culturally safe.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Applies the principles of cultural safety in own nursing practice</li> <li>❑ Recognises the impact of the culture of nursing on health consumer care and endeavours to protect the health consumer's wellbeing within this culture</li> <li>❑ Practises in a way that respects each health consumer's identity and right to hold personal beliefs, values and goals</li> <li>❑ Assists the health consumer to gain appropriate support and representation from those who understand the health consumer's culture, needs and preferences</li> <li>❑ Consults with members of cultural and other groups as requested and approved by the health consumer</li> <li>❑ Reflects on his/her own practice and values that impact on nursing care in relation to the health consumers age, ethnicity, culture, beliefs, gender, sexual orientation and/or disability</li> </ul>	<ul style="list-style-type: none"> <li>❑ Role models culturally safe practice to meet health consumers individual needs, beliefs and values.</li> <li>❑ Guides colleagues to access resources to meet the individual needs, beliefs and values of health consumers (e.g. religious support, interpreters).</li> <li>❑ Is a role model to colleagues and able to seek ways to increase the acceptance of diversity.</li> <li>❑ Recognises the impact that organisational culture and the culture of nursing has on health consumer care and role model's cultural responsiveness to other colleagues.</li> <li>❑ Role models practice that assists the health consumer to gain appropriate support and representation from those who understand the health consumers culture, needs and preferences</li> </ul>	<ul style="list-style-type: none"> <li>❑ Takes a lead role in the implementation of culturally safe practice to meet health consumers individual needs, beliefs and values</li> <li>❑ Coaches colleagues to respond to the individual needs, beliefs and values of health consumers in complex situations</li> <li>❑ Role model's education and coaching of health team members to ensure culturally appropriate communication and information is used to ensure an effective outcome for the health consumer</li> <li>❑ Guides others to access resources/education that assist in understanding of cultural differences (e.g. beliefs, gender, sexual orientation or disability) and the impact beliefs and values can have on own practice</li> <li>❑ Anticipates health consumers' social, cultural, spiritual, physical, emotional and/or intellectual needs and role models the identification of suitable resources</li> <li>❑ Contributes to strategies that influence changes in practice to avoid the imposition of prejudice on others and provides advocacy when prejudice is apparent</li> </ul>

## Domain 2: Management of Nursing Care

### Competency 2.1 Provides planned nursing care to achieve identified outcomes.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Contributes to care planning, involving clients</li> <li>Contributes to care planning, involving health consumers and demonstrating an understanding of health consumers' rights, to make informed decisions</li> <li>❑ Demonstrates understanding of the processes and environment that support recovery</li> <li>❑ Identifies examples of the use of evidence in planned nursing care</li> <li>❑ Undertakes practice procedures and skills in a competent and safe way</li> <li>❑ Administers interventions, treatments and medications, (for example: intravenous therapy, calming and restraint), within legislation, codes and scope of practice; and according to authorised prescription, established policy and guidelines</li> <li>❑ Able to articulate own nursing philosophy and how this is incorporated in nursing care delivery</li> </ul>	<ul style="list-style-type: none"> <li>❑ Demonstrates ability to guide colleagues in planning and delivery of care.</li> <li>❑ Role models' best practice and acts as a resource in the teaching of colleagues in planning nursing care.</li> <li>❑ Contributes at team level (MDT) in the management of complex cases.</li> <li>❑ Demonstrates in depth understanding of complex factors that contribute to health consumer health outcomes</li> </ul>	<ul style="list-style-type: none"> <li>❑ Provides planned holistic nursing care to achieve identified outcomes for health consumers with complex needs, guiding colleagues in planning and delivery of care</li> <li>❑ Acts as a resource and leads opportunities for teaching and coaching colleagues in the planning of holistic nursing care</li> <li>❑ Role models and coaches' others in the application of evidence-based knowledge, judgement and decision making in the planning of individualised, holistic, and complex health consumer care.</li> <li>❑ Provides evidence that verifies a lead role in the transfer of care (e.g. transfer, shift handover, discharge communicating patient/community outcomes/ response/changes) in consultation with the patient their family/whanau and the health team</li> <li>❑ Coaches and supports colleagues in the management of patients with multiple/complex needs</li> </ul>

**Competency 2.2** Undertakes a comprehensive and accurate nursing assessment of clients in a variety of settings.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Undertakes assessment in an organised and systematic way</li> <li>❑ Uses suitable assessment tools and methods to assist the collection of data</li> <li>❑ Applies relevant research to underpin nursing assessment</li> </ul>	<ul style="list-style-type: none"> <li>❑ Conducts a comprehensive and accurate nursing assessment of the health consumer with complex needs in a variety of settings.</li> <li>❑ Demonstrates timely, systematic and holistic assessment skills in partnership with complex health consumers, educating and supporting colleagues in effective use of assessment tools.</li> <li>❑ Provides evidence that verifies and describes use of advanced skill in undertaking clinical assessment and physical examination.</li> <li>❑ Provides evidence that describes how clinical reasoning and decision-making is applied in practice.</li> <li>❑ Educates, coaches and supports health team members in the use of appropriate assessment tools and methods</li> </ul>	<ul style="list-style-type: none"> <li>❑ Leads and acts as a resource in the comprehensive and accurate nursing assessment of the health consumer with complex needs</li> <li>❑ Role models' expert practice/ advanced assessment and enquiry skills with the complex health consumer, educating, coaching and supporting health team members in the use of appropriate assessment tools and methods</li> <li>❑ Demonstrates use of critical analysis, reflection, advanced / expert diagnostic and enquiry skills and clinical knowledge in own nursing practice and communication to the health care team</li> <li>❑ Recognised by other nurses as being skilled in nursing assessment, self-auditing and measuring effectiveness of own assessment and coaching skills</li> <li>❑ Implements and coaches' others in the use of advanced skills in clinical and social assessment, physical examination and diagnostic reasoning</li> </ul>

**Competency 2.3** Ensure documentation is accurate and maintains confidentiality of information.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Maintains clear, concise, timely, accurate and current health consumer records within a legal and ethical framework</li> <li>❑ Demonstrates literacy and computer skills necessary to record, enter, store, retrieve and organise data essential for care delivery</li> </ul>	<ul style="list-style-type: none"> <li>❑ Role models accurate, legible and objective documentation that maintains confidentiality in line with organisational policies.</li> <li>❑ Participates in ongoing reviews of documentation used within the practice setting to ensure documentation is effective and maintained within a legal and ethical framework.</li> <li>❑ Ensures own nursing documentation is accurate, legible and objective as per organisational process, ensuring health consumer confidentiality is maintained in own nursing practice, educating and assisting colleagues with this.</li> </ul>	<ul style="list-style-type: none"> <li>❑ Demonstrates accurate, legible and objective documentation that maintains confidentiality in line with organisational policies, guiding others to document information necessary for continuity of care and recovery</li> <li>❑ Takes a lead role in reviewing documentation compliance in line with organisational policies in the practice setting</li> <li>❑ Role modelling, education and coaching of colleagues to ensure documentation consistently meets legislative and organisational documentation standards</li> <li>❑ Demonstrates expertise and research strategies in developing documentation based on best practice</li> <li>❑ Prepares and analyses achievement of documentation standards for the service</li> </ul>



**Competency 2.4** Ensures the client has adequate explanation of the effects, consequences and alternatives of proposed treatment options.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Provides appropriate information to health consumers to protect their rights and to allow informed decisions</li> <li>❑ Assesses the readiness of the health consumer to participate in health education</li> <li>❑ Makes appropriate professional judgement regarding the extent to which the health consumer is capable of participating in decisions related to his/her care</li> <li>❑ Discusses ethical issues related to health care/nursing practice, (for example: informed consent, privacy, refusal of treatment and rights of formal and informal health consumers)</li> <li>❑ Facilitates the health consumer's access to appropriate therapies or interventions and respects the health consumer's right to choose amongst alternatives</li> <li>❑ Seeks clarification from relevant members of the health care team regarding the individual's request to change and/or refuse care</li> <li>❑ Takes the health consumer's preferences into consideration when providing care</li> </ul>	<ul style="list-style-type: none"> <li>❑ Guides and supports colleagues to use information and culturally appropriate communication to enable health consumers to make informed choices.</li> <li>❑ Acts as a resource for colleagues in facilitating the health consumer's access to appropriate therapies or interventions and respects the health consumer's right to choose alternatives.</li> <li>❑ Demonstrates knowledge of area specific treatments, interventions and alternatives.</li> <li>❑ Role models advanced clinical knowledge and the ability to provide sound non-judgemental advice.</li> </ul>	<ul style="list-style-type: none"> <li>❑ Provides role modelling, education, coaching, and support of health team members to ensure that organisational consent process is met</li> <li>❑ Is a recognised leader within the service providing in-depth knowledge and clinical over view of the treatment resources within the organisation available to health consumers</li> <li>❑ Takes a lead role and coaches colleagues in effective communication techniques that enable health consumers to make informed treatment choices</li> </ul>

**Competency 2.5** Acts appropriately to protect oneself and others when faced with unexpected client responses, confrontation, personal threat or other crisis situations.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Understands emergency procedures and plans and lines of communication to maximise effectiveness in a crisis situation.</li> <li>❑ Takes action in situations that compromise health consumer safety and wellbeing.</li> <li>❑ Implements nursing responses, procedures and protocols for managing threats to safety within the practice environment</li> </ul>	<ul style="list-style-type: none"> <li>❑ Demonstrates ability to lead or actively manage a critical or unexpected event.</li> <li>❑ Role model's prioritisation and co-ordination of health consumer care during an emergency / acute situation.</li> <li>❑ Role models effective and appropriate responsiveness to changing health status of health consumers.</li> <li>❑ Acts as a role model in responding to situations of unexpected health consumer responses, confrontation, personal threat or other crisis situations.</li> <li>❑ Demonstrates ways to achieve highest professional standards of psychological and physical safety for self and other nurses.</li> </ul>	<ul style="list-style-type: none"> <li>❑ Actively manages and coaches' colleagues to respond to unexpected health consumer responses, confrontation, personal threat or other crisis situations</li> <li>❑ Able to use expert knowledge to anticipate potential crises and initiate early interventions to pre-empt or prevent</li> <li>❑ Applies expert knowledge in anticipating changes to health consumer health status, including education, coaching and support of colleagues</li> <li>❑ Management of a critical or unexpected event, and initiation of changes and/or education for emergency management</li> <li>❑ Provide evidence that verifies skilful leadership in emergency situations supporting skill development of less experienced colleagues</li> <li>❑ Manages an unstable situation until resolved setting priorities and delegating appropriately as required</li> </ul>

**Competency 2.6** Evaluates client’s progress toward expected outcomes in partnership with clients.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Identifies criteria for evaluation of expected outcomes of care</li> <li>❑ Evaluates the effectiveness of the health consumer’s response to prescribed treatments, interventions and health education in collaboration with the health consumer and other health care team members</li> <li>❑ Reflects on health consumer feedback on the evaluation of nursing care and health service delivery</li> </ul>	<ul style="list-style-type: none"> <li>❑ Demonstrates ability to take a lead role in facilitating inter-professional team decision-making in partnership with health consumers to support best possible outcomes.</li> <li>❑ Role Models skilled advocacy in support of health consumer.</li> <li>❑ Evaluates/ revises expected outcomes of care in partnership with the health consumer and guides less experienced colleagues in evaluating progress.</li> <li>❑ Role models effective nursing interventions and health education with health consumers to achieve expected outcomes.</li> <li>❑ Advises less experienced nurses to enable them to negotiate understanding of expected outcomes effectively with health consumers.</li> <li>❑ Role models and collaborates in care planning with patients/health consumers to achieve identified outcomes</li> </ul>	<ul style="list-style-type: none"> <li>❑ Provides leadership to colleagues when evaluating progress in partnership with health consumers, and revises/audits nursing care to ensure expected outcomes are met</li> <li>❑ Takes a lead role in facilitating inter professional team decision making in partnership with health consumers to support best possible outcomes.</li> <li>❑ Provides nursing leadership/collaborative approach in guiding and supporting others to evaluate the effectiveness of the health consumer’s response to prescribed treatments and interventions in collaboration with the health consumer.</li> </ul>

**Competency 2.7** Provides health education appropriate to the needs of the client within a nursing framework.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Checks health consumers' level of understanding of health care when answering their questions and providing information</li> <li>❑ Uses informal and formal methods of teaching that are appropriate to the health consumer's or group's abilities</li> <li>❑ Participates in health education, and ensures that the health consumer understands relevant information related to their health care</li> <li>❑ Educates health consumers to maintain and promote health.</li> </ul>	<ul style="list-style-type: none"> <li>❑ Provides evidence of complex discharge/ transfer/ rehabilitation/ palliative care coordination, demonstrating partnership and health education given to the health consumer.</li> <li>❑ Provide evidence that verifies you implement health teaching and promotion appropriate to the patient and role models this to colleagues.</li> <li>❑ Provides and supports others in the provision of health consumer health education to meet the complex needs of health consumers.</li> <li>❑ Provides and facilitates an inter-professional approach to health consumer health education to meet the complex needs of health consumers.</li> <li>❑ Actively participates in informal/formal teaching situations demonstrating the ability to identify learning needs of others.</li> <li>❑ Development/review of patient education and/or health promotion resources</li> </ul>	<ul style="list-style-type: none"> <li>❑ Provides and facilitates an inter-professional approach to health consumer health education to meet the complex needs of Māori and other health consumers</li> <li>❑ Provides leadership to colleagues in the coordination/development of education that is appropriate to the health consumer's needs, and evaluates the effectiveness of this with the health consumer</li> <li>❑ Arranges/coordinates programmes to enhance health education appropriate to the needs of health consumers within the service</li> <li>❑ Development/revision and implementation of patient education and/or health promotion resources</li> </ul>

**Competency 2.8** Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Identifies one's own level of competence and seeks assistance and knowledge as necessary</li> <li>❑ Determines the level of care required by individual health consumers</li> <li>❑ Accesses advice, assistance, debriefing and direction as necessary</li> </ul>	<ul style="list-style-type: none"> <li>❑ Uses and supports others to use reflective processes to explore their clinical and cultural decision-making and actions.</li> <li>❑ Uses audits to evaluate the effectiveness of nursing care within the service.</li> <li>❑ Explores evidence-based practice and decision-making to facilitate the growth and development of own and others practice.</li> <li>❑ Participates in debriefing and in the development of colleagues in both formal and informal debriefing technique/processes.</li> <li>❑ Actively participates and supports others in the use of reflection and evaluation as a tool to ensure the effectiveness of nursing care delivery</li> </ul>	<ul style="list-style-type: none"> <li>❑ Coaches and supports colleagues to reflect and evaluate their management of patients with multiple/complex needs</li> <li>❑ Contributes towards the effective management of the service, including evaluation of its effectiveness within the wider community</li> <li>❑ Facilitation/coordination of formal and informal debriefing processes, assisting colleagues to reflect and evaluate the effectiveness of nursing care</li> <li>❑ Explores evidence-based practice and decision-making to facilitate the growth and development of own and others practice</li> <li>❑ Explores evidence-based practice and decision-making to lead the growth and development of others practice</li> <li>❑ Contributes to nursing strategies at a local/regional/national level</li> </ul>

## Competency 2.9 Maintains professional development

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Contributes to the support, direction and teaching of colleagues to enhance professional development</li> <li>❑ Updates knowledge related to administration of interventions, treatments, medications and best practice guidelines within area of practice</li> <li>❑ Takes responsibility for one's own professional development and for sharing knowledge with others</li> <li>❑ Attends education programmes relevant to developmental goals, revising and updating goals at least annually</li> </ul>	<ul style="list-style-type: none"> <li>❑ Contributes to clinical learning and is proactive in seeking professional development opportunities to extend own and others practice.</li> <li>❑ Develops increased knowledge and skills in a specific clinical area and shares this knowledge with others (e.g. teaching, preceptorship, conference presentations, quality initiatives)</li> <li>❑ Engages in formal nursing education to extend own and other practice.</li> <li>❑ Actively receives, and or provides clinical supervision (Mandatory at SDHB)</li> </ul>	<ul style="list-style-type: none"> <li>❑ Contribution to nursing at a local regional / national level e.g. committee involvement at organisational/ regional / national committees, working parties etc</li> <li>❑ Provides leadership and mentoring for other staff members encouraging them to participate in professional development</li> <li>❑ Provide evidence that verifies formal education that is evidence-based to extend nursing practice</li> </ul>

### Domain 3: Interpersonal Relationships

**Competency 3.1** Establishes, maintains and concludes therapeutic interpersonal relationships with client.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Initiates, maintains and concludes therapeutic interpersonal interactions with health consumers</li> <li>❑ Incorporates therapeutic use of self and psychotherapeutic communication skills as the basis for nursing care for health consumers with mental health needs</li> <li>❑ Utilises effective interviewing and counselling skills in interactions with health consumers</li> <li>❑ Demonstrates respect, empathy and interest in health consumer</li> <li>❑ Establishes rapport and trust with health consumer.</li> </ul>	<ul style="list-style-type: none"> <li>❑ Role models and guides others in establishing, maintaining and concluding therapeutic interpersonal relationships.</li> <li>❑ Challenges negativity and promotes a positive environment.</li> <li>❑ Maintains professional boundaries in your nursing practice and assisting team members with the development of therapeutic interpersonal skills.</li> <li>❑ Provides advice and guidance for staff on how to initiate and sustain effective interpersonal relations with Health consumers and Whanau</li> </ul>	<ul style="list-style-type: none"> <li>❑ Role models and coaches others to establish, maintain and conclude therapeutic interpersonal relationships with health consumers with complex needs</li> <li>❑ Role modelling/coaching of negotiation of therapeutic partnership with the health consumer, ensuring input of family / whanau as appropriate</li> <li>❑ Role modelling of professional boundaries and application to nursing practice, including education, coaching and support of team members in complex situations</li> <li>❑ Provides leadership that enhances constructive working relationships with a strong commitment toward self-care</li> <li>❑ Coaches others in the resolution of complex issues</li> <li>❑ Challenge service strategies that do not demonstrate respect, empathy and interest in health consumer or health consumer groups</li> </ul>

**Competency 3.2** Practices nursing in a negotiated partnership with the client where and when possible.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Undertakes nursing care that ensures health consumers receive and understand relevant and current information concerning their health care that contributes to informed choice</li> <li>❑ Implements nursing care in a manner that facilitates the independence, self-esteem and safety of the health consumer and an understanding of therapeutic and partnership principles</li> <li>❑ Recognises and supports the personal resourcefulness of people with mental and/or physical illness</li> <li>❑ Acknowledges family/whanau perspectives and supports their participation in services</li> </ul>	<ul style="list-style-type: none"> <li>❑ Acts as a resource to others to negotiate nursing care in partnership with the health consumer with complex needs</li> <li>❑ Provides evidence of effective advocacy for health consumers (demonstrating partnership) and supports / role models this to colleagues.</li> <li>❑ Acts as a resource to other nurses on how to develop and conduct patient facilitated learning.</li> <li>❑ Demonstrates ability to play a significant role in the support of health consumer and/or colleagues</li> </ul>	<ul style="list-style-type: none"> <li>❑ Facilitates large and/or broad-scope patient/whanau discussions, achieving positive outcomes and actions</li> <li>❑ Coaches less experienced colleagues to understand and practice effective facilitation of therapeutic interpersonal relationships with health consumers</li> <li>❑ Role models/coaches' colleagues in effective advocacy skills, ensuring appropriate support and representation for health consumers</li> </ul>



**Competency 3.3** Communicates effectively with clients and members of the health care team.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li><input type="checkbox"/> Uses a variety of effective communication techniques</li> <li><input type="checkbox"/> Employs appropriate language to context</li> <li><input type="checkbox"/> Provides adequate time for discussion</li> <li><input type="checkbox"/> Endeavours to establish alternative communication methods when health consumers are unable to verbalise</li> <li><input type="checkbox"/> Accesses an interpreter when appropriate</li> <li><input type="checkbox"/> Discussions concerning health consumers are restricted to settings, learning situations and or relevant members of the health care team.</li> <li><input type="checkbox"/> Establishes and maintains effective collegial relationships</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Demonstrates effective communication skills with health consumers and health team members and assists in the development of appropriate communication techniques/ methods/resources.</li> <li><input type="checkbox"/> Provides education and support to members of the healthcare team to ensure that information is effectively communicated to the health consumer and others.</li> <li><input type="checkbox"/> Role models a range of communication skills to communicate effectively with health consumers, colleagues and members of the health team.</li> <li><input type="checkbox"/> Is skilled in presenting complex information effectively with patients/health consumers, families/whanau and colleagues.</li> <li><input type="checkbox"/> Demonstrates advanced skills in presenting complex information effectively with health consumers and colleagues</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Role models a variety of effective communication techniques. Is skilled in presenting complex information effectively with patients / health consumers, families / whanau and colleagues</li> <li><input type="checkbox"/> Proactively models behaviours that support effective team functioning. Is a skilled communicator and problem solver and facilitates collaborative collegial relationships.</li> <li><input type="checkbox"/> Leadership role in communication and collaboration with health consumer and health team members, including advocacy for and promotion of nursing within the health care team</li> <li><input type="checkbox"/> Demonstrates advanced negotiation skills achieving effective outcomes and resolutions</li> </ul>

## Domain 4: Inter-Professional Healthcare and Quality

**Competency 4.1** Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Promotes a nursing perspective and contribution within the interprofessional activities of the health care team</li> <li>❑ Collaborates with the health consumer and other health team members to develop plan of care</li> <li>❑ Maintains and documents information necessary for continuity of care and recovery</li> <li>❑ Develops a discharge plan and follow up care in consultation with the health consumer and other members of the health care team</li> <li>❑ Makes appropriate formal referrals to other health care team members and other health related sectors for health consumers who require consultation</li> </ul>	<ul style="list-style-type: none"> <li>❑ Demonstrates ability, and supports others, when assisting health consumers to progress through the continuum of care (e.g. referrals, transfers, discharges).</li> <li>❑ Provides evidence of a collaborative team approach used to maintain continuity and enhance coordination of health consumer care, including the communication of health consumer information to health care team.</li> <li>❑ Role models the ability to work collaboratively and to participate effectively with colleagues and other members of the healthcare team.</li> <li>❑ Acts as a role model in providing a nursing perspective and contribution within the interprofessional activities of the health care team.</li> <li>❑ Verify that your opinion on issues or problems is sought by others – both peers and managers.</li> <li>❑ Proactive participation to represent the nursing perspective in care e.g. MDT, daily care.</li> </ul>	<ul style="list-style-type: none"> <li>❑ Provides leadership that enhances collaborative working relationships and strong interpersonal interactions between members of the health care team</li> <li>❑ Facilitates group discussions as a means to promote cohesive care and motivate others to plan/achieve positive outcomes for health consumer/service.</li> <li>❑ Role models and coaches' colleagues in information sharing for care coordination, implementation of change, and problem solving, and recognises team diversity</li> <li>❑ Provides leadership through effective communication and networking to assist health consumers with complex needs to progress through the continuum of care (e.g. referrals, transfers, discharges)</li> <li>❑ Demonstrates collaboration in research/changes to practice relevant to area</li> </ul>

**Competency 4.2** Recognises and values the roles and skills of all members of the health care team in the delivery of care.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Contributes to the coordination of care to maximise health outcomes for the health consumer</li> <li>❑ Collaborates, consults with and provides accurate information to the health consumer and other health professionals about the prescribed interventions or treatments</li> <li>❑ Demonstrates a comprehensive knowledge of community services and resources and actively supports service users to use them</li> </ul>	<ul style="list-style-type: none"> <li>❑ Uses a collaborative approach with other disciplines to negotiate changes.</li> <li>❑ Demonstrates and shares with colleagues an in depth understanding of the roles and skills of all members of the health care team and their role in the delivery of holistic health consumer care</li> <li>❑ Actively works in partnership and role models the consultation and sharing of information with other health professionals on delivery of care to health consumers</li> </ul>	<ul style="list-style-type: none"> <li>❑ Provides leadership to colleagues in identification and access of appropriate health care team members and culturally appropriate services to maximise health consumer outcomes</li> <li>❑ Actively coordinates the skills of all members of the team to provide practice innovations that are evidence based</li> <li>❑ Provides mentoring and role modelling to colleagues by promoting and facilitating their engagement in the delivery of inter-professional health care</li> <li>❑ Provides evidence of involvement and leadership and influence in service/organisation/professional issues</li> </ul>

**Competency 4.3** Participates in quality improvement active activities to monitor and improve standards of nursing.

Competent	Proficient	Expert
<ul style="list-style-type: none"> <li>❑ Reviews policies, processes, procedures based on relevant research</li> <li>❑ Recognises and identifies researchable practice issues and refers them to appropriate people</li> <li>❑ Distributes research findings that indicate changes to practice to colleagues</li> <li>❑ Integrates principles of quality improvement into all aspects of nursing practice</li> <li>❑ Identifies areas for improvement in nursing practice and service delivery and communicates to appropriate personnel</li> <li>❑ Contributes to policy planning, protocols, procedures and other Quality Improvement initiatives</li> </ul>	<ul style="list-style-type: none"> <li>❑ Initiates and guides quality improvement principles in nursing practice and contributes to quality involvement within area of practice including support and encouragement of others</li> <li>❑ Contributes to planning/ evaluation/ development/ review of area policy, participation in audits, evidence-based practice</li> <li>❑ Contributes to change processes to improve standards of nursing care</li> <li>❑ Provides evidence that verifies involvement in quality improvement activities (e.g. auditing, quality group)</li> <li>❑ Contributes to or reviews nursing protocols, policies and assessments based on relevant research</li> </ul>	<ul style="list-style-type: none"> <li>❑ Researches, promotes and distributes findings that to inform and improve changes to nursing practice</li> <li>❑ Evidence of leadership, development and implementation of the service plan and quality improvement projects within your area of practice, demonstrating significant improvement in health consumer outcomes</li> <li>❑ Initiates and guides quality monitoring and auditing processes demonstrating continuous improvement within area of practice</li> <li>❑ Takes a lead role in planning, implementing and evaluating evidence-based quality improvement activities to improve standards of nursing</li> <li>❑ Engages with Māori and other key stakeholders to identify appropriate processes for their participation in quality improvement</li> <li>❑ Creates an environment in which innovative ideas and suggestions are encouraged</li> </ul>