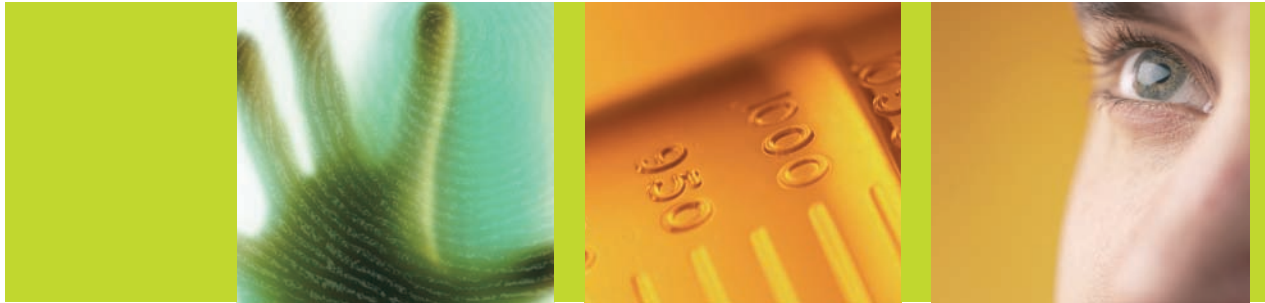


# Competency Standards

for nurses in general practice



Orientation/induction for the registered nurse

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# Orientation/induction for the registered nurse

This is an example of an orientation or induction package for a registered nurse commencing work in a general practice setting. It provides guidance on the skills and knowledge that the registered nurse should have soon after commencement of work in a general practice.

The example may look overwhelming for general practices other than large business models, but this is one example only of using the competency standards to prepare an orientation or induction package for a nurse commencing in general practice. This example has been designed for a registered nurse who has not worked in general practice so it is a very comprehensive package. Registered nurses with experience working in general practice would require a modified orientation or induction with an emphasis on the policies and procedures used in the general practice.

Some Divisions of General Practice may develop the modules as a self-directed learning package for general practices to use when they employ a registered nurse. Nurses can use the modules as a self-directed learning package but the general practitioner should be available at regular intervals to address issues raised as the nurse works through the modules.

## **Step 1**

Select the units of competency required by registered nurses soon after commencement in the general practice. Generally these would be the key competency standards included in the job description. High priorities for orientation/induction should be the competency standards that directly impact on the provision of high quality and safe patient care.

## **Step 2**

Develop an outline of the learning objectives based on the selected units of competency.

## **Step 3**

Prepare the resources needed to meet the learning objectives (see following sample plan).

## **Step 4**

Plan for the orientation/induction of the nurse commencing work in the general practice (see following sample timetable).

## Sample timetable

Day 1	Day 2	Day 3	Day 4	Day 5
<p><b>AM</b></p> <p>Overview and tour of the general practice.</p> <p>Complete any human resource management activities eg employment contract, payroll forms, etc.</p> <p>Provide information about the patient population and the services provided.</p> <p>Discuss the learning objectives and identify the learning priorities for week one.</p> <p>Meet with members of the general practice team and learn about others involved with the general practice.</p> <p><b>PM</b></p> <p>Partner with the nurse or the general practitioner to become familiar with the health care provided in that setting.</p> <p>Review the learning objectives.</p>	<p><b>AM</b></p> <p>Introduction to module one (see following sample plan).</p> <p><b>PM</b></p> <p>Partner with the nurse or the general practitioner to become familiar with the health care provided in that setting.</p> <p>Review the learning objectives.</p>	<p><b>AM</b></p> <p>Introduction to module two (see following sample plan).</p> <p><b>PM</b></p> <p>Partner with the receptionist staff to become familiar with their role.</p> <p>Debrief session (ie how are things going?).</p> <p>Review the learning objectives.</p>	<p><b>AM</b></p> <p>Introduction to module three (see following sample plan).</p> <p><b>PM</b></p> <p>Start providing nursing care within the scope of their nursing practice.</p> <p>Review the learning objectives.</p>	<p><b>AM</b></p> <p>Introduction to module four (see following sample plan).</p> <p><b>PM</b></p> <p>Evaluate preparation for practice and make plans to overcome any gaps in knowledge and skills.</p> <p>Plan for follow-up in 4 weeks and at 3 months.</p> <p>Review the learning objectives.</p> <p>Debrief session (ie how are things going?).</p>

## Sample orientation/induction plan

Learning objectives <sup>1</sup>	Examples of elements that would be included in the modules	Examples of resources that can be utilised
<p><b>By the end of module one the registered nurse will:</b></p> <p>Carry out a comprehensive and accurate nursing assessment of individuals and groups in a variety of settings.</p> <p>Formulate a plan of care in collaboration with individuals and groups.</p> <p>Implement planned nursing care to achieve identified outcomes within scope of competence.</p> <p>Evaluate progress toward expected outcomes and reviews and revises plans in accordance with evaluation data.</p> <p>Demonstrate comprehensive and accurate knowledge and skills in providing episodic and ongoing care that is responsive to individual and group circumstances and environments.</p> <p>Initiate and conduct comprehensive health maintenance and health promotion in partnership with individuals, groups and the general practice team.</p> <p>In collaboration with the general practice team conduct diagnostic activities.</p> <p>Provide evidence based information, resources and education to assist individuals, groups and families to make health care decisions.</p> <p>Modify communication strategies according to individual and group circumstances.</p> <p>Collaborate with individuals, groups and the general practice team in decision making about the resources needed to provide clinical care.</p>	<p>Comprehensive assessment of individuals and groups presenting without appointments to improve outcomes and minimise adverse events.</p> <p>Development of health care plans that direct health care interventions and activities by others.</p> <p>Care in the general practice environment as well as in homes and other community settings.</p> <p>Comprehensive physical, psychosocial and emotional care for individuals and groups.</p> <p>Health care services in accordance with Medicare Benefits Schedule conditions.</p> <p>Minor procedures undertaken by the general practitioner.</p> <p>Health screening and health monitoring activities such as cardiac assessment including electrocardiographs and stress tests.</p> <p>Immunization, wound care and chronic disease management services.</p>	<p>The Health Insurance Commission for guidelines on Medicare and the Pharmaceutical Benefits Scheme. <a href="http://www.hic.gov.au">www.hic.gov.au</a></p> <p>The Royal Australian College of General Practitioners for information about standards for general practice. <a href="http://www.racgp.org.au">www.racgp.org.au</a></p> <p>The state and territory health departments for information about their guidelines, legislation and regulation relevant to nursing and general practice (follow the links from <a href="http://www.fed.gov.au">www.fed.gov.au</a> and <a href="http://www.anmc.org.au">www.anmc.org.au</a> for state and territory specific information).</p> <p>The Australian Government for the information for consumer outlining a range of preventative health care strategies available for older people in Australia. <a href="http://www.seniors.gov.au/internet/seniors/publishing.nsf/Content/Preventative+care">http://www.seniors.gov.au/internet/seniors/publishing.nsf/Content/Preventative+care</a></p> <p>The Australian Government Department of Health and Ageing for a range of guidelines and other resources in a range of areas such as asthma and diabetes. <a href="http://www.health.gov.au">www.health.gov.au</a> and look for the A–Z section.</p> <p>Employer’s policies and procedures.</p>

<sup>1</sup> These have been selected from the competency standards for nurses in general practice and the national competency standards for the registered nurse.

Learning objectives	Examples of elements that would be included in the modules	Examples of resources that can be utilised
<p><b>By the end of module two the registered nurse will:</b></p> <p>Use best available research to inform clinical care management.</p> <p>Coordinate and review programs, registers and systems to facilitate quality individual and group health care outcomes.</p> <p>Demonstrate proficiency in the use of information management technology and systems to inform clinical care management.</p> <p>Manage resources to promote optimal client care.</p> <p>Collect information about practice population profiles to inform health promotion and illness prevention strategies.</p>	<p>Recall registers, pathology systems and individual and group documentation systems.</p> <p>Practice accreditation processes.</p> <p>Funding, billing and business systems used in the general practice.</p> <p>Clinical data entry and retrieval systems.</p> <p>Clinical reports.</p> <p>Health Insurance Commission information for care outcomes for individuals and groups.</p> <p>Statistics to contribute to local population health profiles.</p>	<p>Information about the systems used in the general practice including:</p> <p>Recall registers and pathology systems;</p> <p>General practice accreditation processes;</p> <p>Funding and billing systems;</p> <p>Clinical data and other documentation systems.</p>

Learning objectives	Examples of elements that would be included in the modules	Examples of resources that can be utilised
<p><b>By the end of module three the registered nurse will:</b></p> <p>Contribute to the maintenance of an environment which promotes safety, security and personal integrity of individuals and groups.</p> <p>Communicate effectively with individuals and groups.</p> <p>Manage effectively the nursing care of individuals and groups.</p> <p>Collaborate with other members of the health care team.</p> <p>Ensure clinical nursing decisions are communicated to the general practice team.</p> <p>Participate in shared decision making about care delivery with individuals, groups and members of the general practice team.</p> <p>Recognise when to seek advice from other members of the general practice team or other health service providers about the care of individuals and groups.</p> <p>Share information with the general practice team.</p> <p>Monitor local, community and population health developments and resources for integration into the care of individuals and groups.</p> <p>Liaise with relevant community and health care agencies for community development purposes and to facilitate continuity of care for individuals and groups in that community.</p>	<p>Role of members of the health care team in the delivery of health care.</p> <p>Roles of the allied health care team.</p> <p>Internal and external referral processes and procedures.</p> <p>Guidelines and protocols.</p> <p>Practice meetings.</p> <p>Safety and quality issues for individuals, groups, and others working in the general practice.</p> <p>Roles of community agencies and service providers.</p> <p>Reporting of test results.</p> <p>Documenting the provision of nursing care.</p>	<p>Information about:</p> <p>Members of the general practice health care team;</p> <p>Allied health care providers used by the general practice team;</p> <p>Community services generally used by the general practice;</p> <p>Guidelines and protocols used in the general practice;</p> <p>Safety and quality activities in place and the external guidelines that are used (eg RACGP standards for general practice)</p> <p>Systems for safe management of pathology results;</p> <p>Practice meetings and the agenda and reporting mechanisms used;</p> <p>Documentation systems.</p>

Learning objectives	Examples of elements that would be included in the modules	Examples of resources that can be utilised
<p><b>By the end of module four the registered nurse will:</b></p> <p>Function in accordance with legislation and common law affecting nursing practice.</p> <p>Conduct nursing practice in a way that can be ethically justified.</p> <p>Protect the rights of individuals and groups in relation to health care.</p> <p>Accept accountability and responsibility for own actions within nursing practice.</p> <p>Practice based on primary, preventative care or early intervention health care approaches.</p> <p>Practice in accordance with nursing and general practice standards, codes, guidelines, legislation and regulation.</p> <p>Actively seek out opportunities and resources to manage professional isolation.</p> <p>Recognise the need for ongoing education and training to maintain competence for nursing practice.</p>	<p>Knowledge of legislation and common law pertinent to nursing practice.</p> <p>Knowledge of policies and procedural guidelines that have legal implications for practice.</p> <p>Identify unsafe practice and responds appropriately to ensure a safe outcome.</p> <p>Systems for recognising and acting upon breaches of law relating to practice.</p> <p>Confidentiality of information.</p> <p>Knowledge base/scope of competence.</p> <p>Processes to consult with other health care professionals when individual/group needs fall outside the scope of nursing practice.</p> <p>Principles of primary health care and primary care into nursing practice.</p> <p>Geographic, cultural and socio-economic characteristics of the local community.</p> <p>Policies for supervision of both enrolled and other registered nurses, and students of general practice health care.</p> <p>Skills in cardiopulmonary resuscitation and other first aid required in the setting.</p>	<p>The Australian Government Department of Health and Ageing for information about guidelines, legislation and regulation relevant to general practice. <a href="http://www.health.gov.au">www.health.gov.au</a></p> <p>The Health Insurance Commission for guidelines on Medicare and the Pharmaceutical Benefits Scheme. <a href="http://www.hic.gov.au">www.hic.gov.au</a></p> <p>The Royal Australian College of General Practitioners for information about standards for general practice. <a href="http://www.racgp.org.au">www.racgp.org.au</a></p> <p>The state and territory health departments for information about their guidelines, legislation and regulation relevant to nursing and general practice (follow the links from <a href="http://www.fed.gov.au">www.fed.gov.au</a> and <a href="http://www.anmc.org.au">www.anmc.org.au</a> for state and territory specific information).</p> <p>The nurse regulatory authorities' codes, standards, guidelines and policies including supervision and delegation (follow the links from <a href="http://www.anmc.org.au">www.anmc.org.au</a>).</p> <p>The Office of the Australian Privacy Commissioner for information about the Privacy Principles and the principles relevant to health care providers such as general practices. <a href="http://www.privacy.gov.au">www.privacy.gov.au</a></p> <p>The Australian Government Department of Health and Ageing for guidelines about communicable diseases. <a href="http://www.health.gov.au/internet/wcms/publishing.nsf/Content/Communicable%20Diseases%20Australia-1">http://www.health.gov.au/internet/wcms/publishing.nsf/Content/Communicable%20Diseases%20Australia-1</a></p> <p>The Australian Government Department of Veteran's Affairs. <a href="http://www.dva.gov.au">www.dva.gov.au</a></p> <p>The National Health and Medical Research Council for information and guidelines for health research and on cultural competency. <a href="http://www.nhmrc.gov.au">www.nhmrc.gov.au</a></p> <p>The Australian Government for the information for consumer outlining a range of preventative health care strategies available for older people in Australia. <a href="http://www.seniors.gov.au/internet/seniors/publishing.nsf/Content/Preventative+care">http://www.seniors.gov.au/internet/seniors/publishing.nsf/Content/Preventative+care</a></p> <p>The Australian Government Department of Health and Ageing for a range of guidelines and other resources in a range of areas such as asthma and diabetes. <a href="http://www.health.gov.au">www.health.gov.au</a> and look for the A-Z section.</p> <p>Some discussion about primary health care and primary care in general practice on the following website of the Primary Health Care Research and Information Service. <a href="http://www.phcris.org.au/resources/phc/about_PHC_mainframe.html">http://www.phcris.org.au/resources/phc/about_PHC_mainframe.html</a></p> <p>Employer's policies and procedures.</p> <p>Information about the local area including geographic, cultural and socio-economic characteristics as well as the health indicators.</p> <p>Providers of advanced first aid.</p>