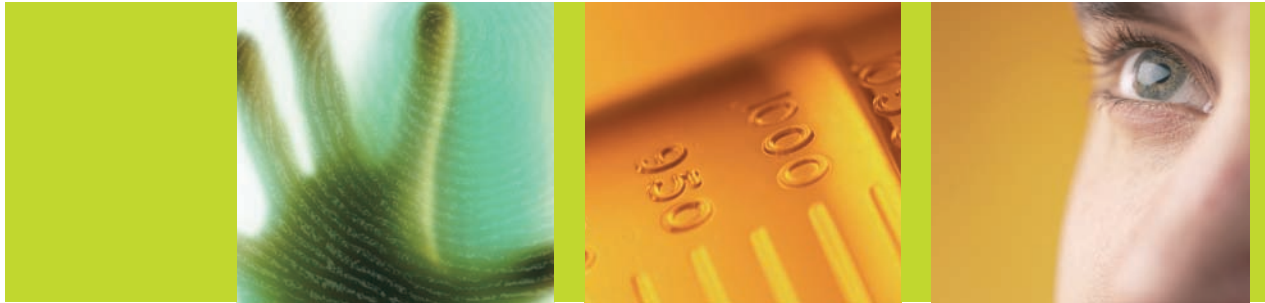


Competency Standards

for nurses in general practice



Orientation/induction for the enrolled nurse

Competency standards for registered and enrolled nurses in general practice An Australian Nursing Federation project funded by the Australian Government Department of Health and Ageing. The competency standards for nurses in general practice were developed by a University of South Australia project team led by Terri Gibson and Marie Heartfield. First published August 2005
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Orientation/induction for the enrolled nurse¹

This is an example of an orientation or induction package for an enrolled nurse commencing work in a general practice setting. It provides guidance on the skills and knowledge that the enrolled 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 an enrolled nurse who has not worked in general practice so it is a very comprehensive package. Enrolled 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.

Enrolled nurses are orientated/inducted by a registered nurse who assesses the competence of the enrolled nurse and establishes their scope of nursing practice, in conjunction with the general practitioner or other employer.

Step 1

Select the units of competency required by the enrolled nurse 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 (see the sample induction/orientation plan).

Step 3

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

Step 4

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

¹ Registered nurse (division 2) in Victoria

Sample timetable

Day 1	Day 2	Day 3	Day 4	Day 5
<p>AM</p> <p>Overview and tour of the general practice.</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>PM</p> <p>Partner with the registered nurse to become familiar with the health care provided in that setting.</p> <p>Review the learning objectives.</p>	<p>AM</p> <p>Introduction to module one (see following sample plan).</p> <p>PM</p> <p>Partner with the registered nurse to become familiar with the health care provided in that setting.</p> <p>Review the learning objectives.</p>	<p>AM</p> <p>Introduction to module two (see following sample plan).</p> <p>PM</p> <p>Partner with the receptionist staff to become familiar with their role as part of the general practice team.</p> <p>Debrief session (ie how are things going?).</p> <p>Review the learning objectives.</p>	<p>AM</p> <p>Introduction to module three (see following sample plan).</p> <p>PM</p> <p>Start providing nursing care within the scope of their nursing practice and under the supervision of the registered nurse.</p> <p>Review the learning objectives.</p>	<p>AM</p> <p>Establish the scope of nursing practice and the supervisory arrangements.</p> <p>PM</p> <p>Evaluate the 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 induction/orientation plan

Learning objectives ¹	Examples of elements that would be included in the modules	Examples of resources that can be utilised
<p>By the end of module one the enrolled nurse will:</p> <p>Contribute to the formulation of care plans in collaboration with the registered nurse, individuals and groups.</p> <p>Manage nursing care of individuals and groups within the scope of enrolled nursing practice.</p> <p>Demonstrate knowledge and skill in providing delegated episodic and ongoing care that is responsive to individual and group circumstances and environments.</p> <p>Collect and report information about the health and functional status of individuals and groups.</p> <p>Provide care for individuals and groups in consultation with the registered nurse and/or general practitioner.</p> <p>Liaise with the registered nurse and general practitioner in providing evidence-based health promotion and illness management information to individuals, groups and their families.</p>	<p>Data regarding the health and functional status of individuals and groups.</p> <p>Nursing care to achieve identified outcomes.</p> <p>Care plans, protocols or treatment regimes.</p> <p>Systems for reporting changes in the health and functional status of individuals/groups to the registered nurse.</p> <p>Communication, reporting and documentation systems.</p> <p>Clinical care within the scope of education, experience and assessment of the need of individuals and groups.</p> <p>Individuals and groups presenting without appointments.</p> <p>Assessment of individuals and groups and when to seek registered nurse or general practitioner assistance.</p> <p>Protocols when conducting health assessments and reviews.</p> <p>Technical proficiency in measuring and documenting vital signs and test results such as blood glucose readings, urinalysis, wound and skin checks.</p> <p>Use of spirometry, electrocardiographs and other health care technologies.</p> <p>Wound healing and exudate amount, type, and colour.</p> <p>Administration of medicines in accordance with legal, and delegation and supervision requirements.</p> <p>Minor procedures performed by the general practitioner.</p> <p>Immunization, wound care and chronic disease management services.</p> <p>Information to improve or maintain health.</p> <p>Resources available within the practice to meet the needs of individuals and groups.</p>	<p>Care planning used in the general practice.</p> <p>Registered nurse working with the enrolled nurse to identify the scope of nursing practice for the enrolled nurse including health assessments, wound care, administration of medicines, assistance with procedures, etc..</p> <p>Documentation systems used in the general practice.</p> <p>Systems for managing people presenting without appointments.</p> <p>Policies and protocols for health assessments and reviews including the role of the enrolled nurse.</p> <p>Resources available for people using the general practice.</p>

¹ These have been selected from the competency standards for nurses in general practice and the national competency standards for the enrolled nurse.

Learning objectives	Examples of elements that would be included in the modules	Examples of resources that can be utilised
<p>By the end of module two the enrolled nurse will:</p> <p>Practice in accordance with nursing and general practice standards, codes, guidelines, legislation and regulations.</p> <p>Conduct nursing practice in a way that respects the rights of individuals and groups.</p> <p>Accept accountability and responsibility for own actions within enrolled nursing practice</p> <p>Recognise that nursing in general practice is based on primary, preventative care or early intervention health care approaches.</p> <p>Recognise the responsibility and implications of enrolled nursing practice in general practice including professional supervisory relationships.</p>	<p>Knowledge of legislation and common law pertinent to enrolled nursing practice in the general practice setting.</p> <p>Knowledge of organisational policies and procedures pertinent to enrolled nursing practice.</p> <p>Reporting systems for practices that may breach legislation, policies and procedures.</p> <p>Organisational policies relevant to individual/group rights in the health care context.</p> <p>Identification of own level of competence.</p> <p>Principles of primary health care and primary care.</p> <p>Differences between providing nursing care in general practice and in hospital settings.</p> <p>Direct and/or indirect registered nurse supervision.</p> <p>Assessment of competence for practice and need for updated knowledge base for practice.</p> <p>Skills in cardiopulmonary resuscitation and other basic first aid.</p>	<p>The Australian Government Department of Health and Ageing for information about guidelines, legislation and regulation relevant to general practice. www.health.gov.au</p> <p>The Health Insurance Commission for guidelines on Medicare and the Pharmaceutical Benefits Scheme. www.hic.gov.au</p> <p>The Royal Australian College of General Practitioners for information about standards for general practice. www.racgp.org.au</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 www.fed.gov.au and www.anmc.org.au 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 www.anmc.org.au</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. www.privacy.gov.au</p> <p>The Australian Government Department of Health and Ageing for guidelines about communicable diseases. http://www.health.gov.au/internet/wcms/publishing.nsf/Content/Communicable%20Diseases%20Australia-1</p> <p>The Australian Government Department of Veteran's Affairs. www.dva.gov.au</p> <p>The National Health and Medical Research Council for information and guidelines for health research and on cultural competency. www.nhmrc.gov.au</p> <p>The Australian Government for the information for consumers outlining a range of preventative health care strategies available for older people in Australia. http://www.seniors.gov.au/internet/seniors/publishing.nsf/Content/Preventative+care</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. www.health.gov.au 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. http://www.phcris.org.au/resources/phc/about_PHC_mainframe.html</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>

Learning objectives	Examples of elements that would be included in the modules	Examples of resources that can be utilised
<p>By the end of module three the enrolled nurse will:</p> <p>Contribute to the promotion of safety, security and personal integrity of individuals and groups within the scope of enrolled nursing practice.</p> <p>Collaborate with members of the health care team to achieve effective health care outcomes.</p> <p>Consult with the registered nurse and general practice team in making clinical decisions.</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 the registered nurse and general practitioner about the care of individuals and groups.</p> <p>Liaise with relevant community and health care agencies to facilitate continuity of care for individuals and groups.</p>	<p>Safety and quality systems that are in place.</p> <p>Collaboration with the registered nurse and members of the health care team in the provision of nursing care to individuals and groups experiencing illness or dependence.</p> <p>Health education of individuals or groups to maintain and promote health.</p> <p>Understanding of the role of the enrolled nurse as a member of the health care team.</p> <p>Understanding of the role of members of the health care team in achieving health care outcomes.</p> <p>Collaborative relationships with members of the health care team.</p> <p>Referral of clients to a registered nurse or general practitioner.</p> <p>General practice meetings.</p> <p>Roles of the allied health care team.</p> <p>Roles of community agencies and service providers.</p> <p>Local referral processes and procedures.</p>	<p>Policies and procedures used in the general practice.</p> <p>Information about the roles of the health care team involved with the care of patients in the general practice.</p> <p>Information about the community and health care agencies used by the general practice.</p> <p>General practice meetings.</p>