

Critical behavior (Source of performance standard)	Self-assess †	Orientation (Preceptor's initials & date)	Eval method ‡	Competency validated by supervisor (Signature & date)	Comments
<b>INITIAL ORIENTATION OF UNIT SPECIFIC SKILLS AND PROCEDURES</b>					
<b>Source of Performance Standard: Leadership</b>					
<b>1. Teamwork</b> <b>Critical Thinking:</b> <i>Communicates appropriate information to members of the multidisciplinary health care team in a courteous, professional and approachable manner. Maintains professional composure at all times, ensures thorough patient care is delivered, and manages conflicts appropriately and in a timely manner.</i>					
A. Demonstrates the ability to communicate and use effective interpersonal skills with patients and colleagues					
B. Ensures a customer satisfaction-oriented environment for patients and other customers					
C. Fosters a positive work environment and encourages teamwork among staff					
D. Verbalizes the clinic's mission, philosophy and scope of service					
E. Demonstrates appropriate time management skills					
F. Verbalizes knowledge and understanding of patient rights and responsibilities					
G. Verbalizes knowledge and understanding of staff rights and responsibilities					
H. Verbalizes knowledge and understanding of scope of practice for nursing assistants, 91Ws, LPNs and RNs					
I. Ensures a safe environment for patients and staff, identifying health and safety risks, and takes appropriate and immediate steps to alleviate the risk					
J. Demonstrates knowledge of the current status of MEDDAC, department and clinic-level performance improvement programs and initiatives					
K. Appropriately uses medical and administrative supplies with the goal of minimizing waste and encouraging fiscal responsibility					
L. Assists in the orientation of new personnel					
M. Shares expertise to help train other team members					
N. Verbalizes the process for reporting staff and patient injuries					
O. Verbalize knowledge and understanding of HIPAA standards.					

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**C-2**

Clinical skills reference: *The Lippincott manual of Nursing Practice*, Lippincott-Raven Publishers, Sixth Edition, 1996

I understand that of all the topics listed in this document, I will be allowed to perform only those listed for my skill level and scope of practice, after I have successfully demonstrated competency in those tasks.

Signature:

Date:

Supervisor's signature:

Date:

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<b>2. Managing and Supervising for Charge Nurses, Team Leaders and NCOs</b>	<b>Critical Thinking:</b> Appropriately delegates authority, accountability and duties of nursing staff for patient care and nursing functions. Assists with developing policies, procedures and standards of care for all patients. Fosters interdisciplinary collaborative relationships among other services to ensure provision of quality care. Prioritizes tasks and manages time schedules, personnel and resources to meet unit goals and patient care standards.				
A. Adheres to ANA Standards of Clinical Nursing Practice, JCAHO guidelines, and KACC policies for delivery of care					
B. Ensures appropriate staffing levels, using qualified and competent staff, based on patient care, procedures and tasks to be performed (Charge Nurse)					
<b>Critical Thinking: Recognizes when patient care exceeds available resources and takes appropriate action.</b>					
C. Leads by example					
D. Delegates appropriately and follows up on all delegated tasks					
E. Ensures that the patient and family are involved in all care and fosters patient or patient-family autonomy; assesses if patient expectations are being met					
F. Ensures a safe environment for staff and patients					
G. Ensures that proper procedures are followed for reporting patient and staff injuries					

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<b>Source of Performance Standard: Management of Information</b>					
<b>Decision makers and other appropriate staff are educated and trained in the principles of information management.</b>					
<b>Critical Thinking:</b> Able to identify and use all information systems available to the clinic. Routinely accesses electronic information systems as one of the formal means of communication. Disseminates information to the clinic and staff in a timely manner, as appropriate.					
1. Location of policies, regulations and similar publications in electronic and paper copy. (HAZCOM, MSDS, Safety, SOPs, Environment of Care, etc.)					
2. Methods for dissemination of information					
a. Chain of command					
b. Mail groups					
c. Outlook mail					Does not include patient information in e-mail.
d. Staff meetings					
e. Staff Communication Book					
3. Methods of information retrieval					
a. Facility homepage					
b. Facility intranet					
c. Clinic SOPs					
d. Internet					Employee must sign statement regarding restricted internet sites.
4. CHCS					
a. Completes KG-ADS					
b. Completes EOD reports					
c. Reconciles appointments for EOD and monthly reports					
d. Books appointments					
e. Enters laboratory orders and radiology requests as needed					
f. Reviews and obtains clinical results					
g. Reviews and obtains medical profiles					
5. Outcomes Management Database (ICBD)					

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<b>Source of Performance Standard: Surveillance, Prevention and Control of Infection</b>					
<b>Demonstrates ability to identify and reduce the risks of acquiring and transmitting infections between patients, employees and visitors, and follows all guidelines of the MEDDAC's Infection Control Policy and Procedure Guide.</b>					
1. Refers to and implements the Infection Control Policy a. Communicable diseases - MEDDAC Reg 40-18 b. Bloodborne pathogen exposures - MEDDAC Reg 40-19 c. Tuberculosis exposure control - MEDDAC Reg 40-21 2. Correctly explains Standard Precautions 3. Identifies procedures for segregating and isolating patients with suspected airborne, contact and droplet infections 4. Uses proper technique for a. Handling linen b. Disposing of sharps c. Disposal of infectious and regulated medical waste d. Storing clean and sterile supplies e. Collecting and transporting lab specimens 5. States indications for and demonstrates proper use of personal protective equipment (gloves, gowns, masks and eye protection) 6. Uses proper technique for managing blood spills 7. Demonstrates proper hand washing technique (before and after treatments, between patients and when needed) 8. Demonstrates proper cleaning and decontamination of medical equipment using appropriate cleaning agents 9. Describes procedures for managing a needlestick or bloodborne pathogen exposure in accordance with MEDDAC Reg 40-19 a. Wash injury and notify supervisor immediately b. Supervisor goes with employee to the After Hours Clinic (or equivalent at outlying clinics) c. Supervisor goes with employee to Occupational Health for reporting and follow up					Location: Location: Location: Location:

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<b>Source of Performance Standard: Care of Patients, Continuum of Care, and Assessment of Patients</b> <b>Demonstrates clinical competency related to specific skills and procedures in accordance with appropriate standards for care and within a defined scope of practice.</b>					
<b>1. Patient Arrival</b>					<b>Critical Thinking:</b> Shows respect for patient and family and their rights, and maintains visual and auditory privacy and confidentiality of information in all modes of communication.
A. Greets patient with professionalism and courtesy					
B. Checks ID card and verifies eligibility for care in DEERS					
C. Ensures patients under age 18 are accompanied by a parent, or a guardian with a power of attorney; exceptions to this include--					<b>Critical Thinking:</b> Shows respect for patient and elicits assistance from charge nurse, head nurse or OIC while maintaining patient visual and auditory privacy. Additional information is found in MEDDAC Reg 40-5.
(1) Patient is an emancipated minor with documentation					
(2) Patient is married					
(3) Patient is active duty military					
(4) Patient is the parent of a child					
(5) Patient is seeking treatment or advice about drug abuse, alcoholism, venereal disease, PID, pregnancy, contraception or alleged sexual assault					
(6) Attending physician judges that the life or health of the minor would be adversely affected by delaying treatment to obtain the consent of another individual					
D. Stamps chart with date and appropriate appointment stamp					
E. Annotates the name of the health care provider to be seen, age, sex, time of appointment and time in on the Standard Form 600					
F. Informs patient to sit and transfers record to screening box					
G. Annotates patient as present, no show, cancellation or walk-in in CHCS					
H. Uses alternate communication methods for patients with sensory impairment or language barriers					<b>Critical Thinking:</b> Shows respect and sensitivity for the patient and family. Demonstrates ability to locate and use various alternative communication techniques available within the facility.
(1) Uses written word, parents or medical staff who can sign for hearing impaired patients					Location of translator list:
(2) Uses bilingual medical staff or AT&T Translator Services					Location of AT&T instructions:
I. Identifies patients requiring immediate medical attention and informs the nursing staff and or health care provider for assistance, per SOP					
J. Refers patient complaints and concerns to the head nurse, NCOIC and or Patient Representative, as needed					

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<b>2. Telephone Courtesies</b> <b>Critical Thinking: Recognizes that older patients or English as second language patients may demonstrate a delayed response to questions and politely allows them time to phrase an answer. Also clarified the patient's request to avoid any misunderstandings.</b>					
A. Correctly and politely answers the telephone and transfers calls appropriately					
B. Correctly generates CHCS telephone consult (1) Verifies name, unit, SSN, phone number, DEERS eligibility and Tricare enrollment status (2) Obtains pertinent patient information and chief complaint; documents in CHCS					
C. Uses operator relay for hearing impaired callers					
<b>3. Child, Spouse and Vulnerable Adult Abuse and Neglect</b> <b>Critical Thinking: Treats patient and family with dignity and respect with emphasis placed on their psychological needs. Refers to the appropriate MEDDAC regulation for additional guidance.</b>					
A. Able to identify high risk families or situations					
B. Verbalizes the signs and symptoms of the following for children: (1) Physical abuse (2) Sexual abuse (3) Physical neglect (4) Medical neglect (5) Emotional maltreatment					
C. Verbalizes the signs and symptoms of the following for spouses or vulnerable adults: (1) Physical abuse (2) Sexual abuse (3) Physical neglect (4) Medical neglect (5) Emotional maltreatment					
D. Notifies the health care provider, nursing leadership or charge nurse if family is high risk, or if signs and symptoms of abuse and or neglect are present					

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**U.S. Army Medical Department Activity, Fort George G. Meade**

**For All Staff**

**Nursing Services**

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E. Verbalizes understanding of the reporting process					
(1) During duty hours: Health care provider or charge nurse contacts the Social Work Section (SWS) or the Family Advocacy Program representative					
(2) After duty hours: SWS on-call personnel are contacted					
(3) Notifies the military police in situations where immediate assistance is required for protection of the patient					
F. Health care provider must fill out appropriate MEDCOM forms: Abuse/Neglect Risk Assessment form, Family Advocacy Case Management form, and Physical Examination Diagram					
G. Follows specific instructions in applicable MEDDAC regulations for all sexual abuse and assault cases					
H. Provides emotional support, a safe environment and privacy to the patient and or family					

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