

NURSING

Broad Occupational Category - 75

DUTIES AND RESPONSIBILITIES

- *Supervises, coordinates, and monitors nursing and direct care staff (RN, Admin Nurse, Assistant Director).*
- *Maintains professionalism, objectivity, and confidentiality under stress (all roles).*
- *Conducts comprehensive physical examinations and diagnostic assessments (NP, PA, RN, Physician).*
- *Evaluates patient symptoms, behaviors, and responses to medications/treatments (LPN, RN).*
- *Provides first-line interventions in emergencies*
- *Participates in interdisciplinary team meetings and care planning (LPN, RN, NP, PA).*
- *Maintains accurate medical records, charts, and reports (all levels).*
- *Administers medications and documents administration, monitoring for adverse reactions (LPN, RN, NP, PA).*
- *Implements and monitors individualized care plans (LPN, RN, NP).*
- *Monitors patient progress and reports changes to higher-level staff or physicians (LPN, RN).*
- *Oversees infection control and risk management programs (Admin Nurse, Assistant Director, Director).*
- *Consults with physicians, specialists, or interdisciplinary teams on patient care (RN, NP, PA, Physician).*
- *Responds to medical emergencies and stabilizes patients until higher-level care is available (LPN, NP, RN, Physician).*
- *Applies critical judgment to patient care under pressure (all clinical roles).*
- *Performs medical procedures: injections, IV therapy, dressing wounds, splinting/casting, suturing (LPN, PA).*
- *Orders and interprets laboratory tests and diagnostic studies (RN, NP, PA, Physician).*
- *Provides patient education on health promotion, disease prevention, and self-care (NP, RN).*
- *Provides clinical guidance and training to LPNs, RNs, and direct care staff (RN, Admin Nurse).*
- *Monitors compliance with policies, procedures, and quality care standards (RN, Admin Nurse).*
- *Administers quality assurance, performance improvement, and accreditation compliance programs (Admin Nurse, Director).*

COMPETENCIES

- **Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Compassion** - Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.
- **Composure** - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Customer Focus** - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Integrity and Trust** - Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Listening** - Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Patience** - Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Dealing With Ambiguity** - Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.

- **Decision Quality** - Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Organizing** - Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.
- **Time Management** - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Written Communications** - Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
- **Ethics and Values** - Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- **Priority Setting** - Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.

SMART Goal Prompting Questions

Supervise, coordinate, and monitor nursing and direct care staff

- What actions could you take to improve staff coordination, communication, accountability, or consistency of care?
- How will you measure success, such as improving staffing coverage, reducing scheduling issues, increasing completion of required tasks, or improving quality indicators?
- What delegation practices, communication tools, performance measures, or supervisory processes could strengthen staff management?
- How does effective supervision support patient safety, quality care, and a positive work environment?
- By what date or performance cycle will you aim to implement and evaluate a specific improvement?

Maintain professionalism, objectivity, and confidentiality under stress

- What strategies could you use to strengthen professionalism, objectivity, confidentiality, and effective decision-making during stressful situations?
- How will you measure success, such as reducing communication issues, maintaining confidentiality standards, improving response to stressful events, or receiving positive supervisory feedback?
- What training, communication techniques, stress-management practices, or ethical decision-making tools could support this goal?
- How does maintaining professionalism and confidentiality support patient trust, ethical care, and organizational standards?
- By what date or performance cycle will you aim to demonstrate and evaluate improvement?

Conduct comprehensive physical examinations and diagnostic assessments

- What steps could you take to improve the thoroughness, accuracy, efficiency, or consistency of physical examinations and diagnostic assessments?
- How will you measure success, such as improving documentation completeness, reducing missed assessment elements, or improving timeliness of assessments?
- What clinical resources, assessment tools, training, or evidence-based practices could strengthen your assessment skills?
- How do comprehensive assessments support accurate diagnosis, treatment decisions, and patient safety?
- By what date or clinical review cycle will you aim to improve a specific assessment practice?

Evaluate patient symptoms, behaviors, and responses to medications/treatments

- What actions could you take to improve the consistency and accuracy of monitoring patient symptoms, behaviors, and treatment responses?
- How will you measure success, such as improving timely identification of changes, reducing documentation errors, or increasing appropriate escalation of concerns?
- What assessment tools, monitoring procedures, documentation practices, or clinical resources could strengthen patient evaluation?
- How does effective monitoring support early intervention, treatment effectiveness, and patient safety?
- By what date or clinical review cycle will you aim to improve a specific monitoring practice?

Provide first-line interventions in emergencies

- What steps could you take to improve your readiness, response time, communication, or effectiveness during medical emergencies?
- How will you measure success, such as improving response times, completing required training, demonstrating competency during drills, or identifying opportunities for improvement through after-action reviews?
- What emergency protocols, simulations, equipment checks, or training opportunities could strengthen emergency response?
- How does effective first-line intervention support patient stabilization and safety?
- By what date or training/emergency-response cycle will you aim to achieve a specific readiness improvement?

Participate in interdisciplinary team meetings and care planning

- What strategies could you use to improve your preparation, participation, communication, or contributions during interdisciplinary care planning?
- How will you measure success, such as increasing timely contributions, improving follow-through on care-plan actions, or reducing communication gaps?
- What preparation tools, documentation practices, meeting structures, or communication techniques could strengthen interdisciplinary collaboration?
- How does effective interdisciplinary participation support coordinated and patient-centered care?
- By what date or care-planning cycle will you aim to improve a specific aspect of interdisciplinary collaboration?

Maintain accurate medical records, charts, and reports

- What actions could you take to improve the accuracy, completeness, timeliness, and consistency of medical documentation?
- How will you measure success, such as reducing documentation errors, completing records within required timeframes, or improving audit results?
- What documentation checklists, electronic tools, quality reviews, or workflow changes could strengthen recordkeeping?
- How does accurate documentation support continuity of care, patient safety, legal compliance, and quality improvement?
- By what date or documentation-review cycle will you aim to improve a specific recordkeeping practice?

Administer medications and document administration, monitoring for adverse reactions

- What steps could you take to improve medication-administration accuracy, documentation, monitoring, and follow-up?
- How will you measure success, such as maintaining medication-administration compliance, reducing documentation discrepancies, or improving timely identification and reporting of adverse reactions?
- What medication-safety tools, verification processes, training, or documentation practices could strengthen this work?
- How does safe medication administration support patient safety and quality of care?
- By what date or quality-review cycle will you aim to improve a specific medication-safety practice?

Implement and monitor individualized care plans

- What strategies could you use to improve implementation, monitoring, and updating of individualized patient care plans?
- How will you measure success, such as increasing care-plan reviews completed on schedule, improving documentation of patient progress, or reducing gaps between planned and delivered care?
- What tracking tools, interdisciplinary communication, patient feedback, or review processes could strengthen care-plan management?
- How does effective care-plan implementation support individualized, coordinated, and measurable patient outcomes?
- By what date or care-plan cycle will you aim to improve a specific process?

Monitor patient progress and report changes to higher-level staff or physicians

- What actions could you take to improve the timeliness, accuracy, and clarity of reporting changes in patient condition?
- How will you measure success, such as reducing delays in reporting significant changes, improving documentation, or increasing timely interventions?
- What communication protocols, assessment tools, escalation procedures, or reporting formats could strengthen this process?
- How does timely communication of patient changes support early intervention and patient safety?
- By what date or clinical review cycle will you aim to improve a specific reporting practice?

Oversee infection control and risk management programs

- What steps could you take to strengthen infection prevention, risk identification, monitoring, and corrective actions?
- How will you measure success, such as improving compliance rates, reducing preventable incidents, completing required audits, or addressing identified risks within established timeframes?
- What audits, training, monitoring tools, procedures, or quality-improvement initiatives could strengthen infection control and risk management?
- How does effective infection and risk management protect patients, employees, and the organization?
- By what date or compliance cycle will you aim to implement and evaluate a specific improvement?

Consult with physicians, specialists, or interdisciplinary teams on patient care

- What strategies could you use to improve the timeliness, clarity, and effectiveness of clinical consultation and communication?
- How will you measure success, such as reducing communication delays, improving follow-up on recommendations, or increasing documentation of consultation outcomes?
- What communication protocols, case summaries, consultation tools, or team practices could strengthen collaboration?
- How does effective consultation support informed clinical decisions and coordinated patient care?
- By what date or care-planning cycle will you aim to improve a specific consultation process?

Respond to medical emergencies and stabilize patients until higher-level care is available

- What actions could you take to improve emergency preparedness, clinical response, communication, and patient stabilization?
- How will you measure success, such as completing competency requirements, improving drill performance, reducing response times, or addressing issues identified during after-action reviews?
- What simulations, emergency protocols, equipment checks, training, or team exercises could strengthen emergency response?
- How does effective emergency response support patient safety and continuity of care until additional resources are available?
- By what date or emergency-readiness cycle will you aim to achieve a specific improvement?

Apply critical judgment to patient care under pressure

- What strategies could you use to strengthen clinical judgment, prioritization, and decision-making during high-pressure situations?
- How will you measure success, such as improving performance during simulations, reducing decision-making delays, or demonstrating consistent use of established clinical protocols?
- What case reviews, simulations, continuing education, consultation practices, or decision-support resources could strengthen clinical judgment?
- How does sound judgment under pressure contribute to patient safety and effective care?
- By what date or competency cycle will you aim to demonstrate a specific improvement?

Perform medical procedures: injections, IV therapy, dressing wounds, splinting/casting, suturing

- What actions could you take to improve proficiency, safety, consistency, or efficiency in the medical procedures within your scope of practice?
- How will you measure success, such as completing competency requirements, improving procedure documentation, reducing errors, or demonstrating proficiency during evaluations?
- What hands-on training, skills validation, reference materials, equipment checks, or peer observation could strengthen procedural competency?
- How does maintaining procedural competency support safe and effective patient care?
- By what date or competency cycle will you aim to achieve a specific improvement?

Order and interpret laboratory tests and diagnostic studies

- What steps could you take to improve the accuracy, timeliness, and clinical usefulness of ordering and interpreting diagnostic information within your scope of practice?
- How will you measure success, such as reducing delays, improving documentation, identifying significant results more consistently, or improving follow-up?
- What clinical guidelines, diagnostic resources, consultation practices, or tracking systems could strengthen this process?
- How does effective use of diagnostic information support sound clinical decisions and patient outcomes?
- By what date or clinical review cycle will you aim to improve a specific diagnostic process?

Provide patient education on health promotion, disease prevention, and self-care

- What strategies could you use to make patient education more understandable, relevant, accessible, and effective?
- How will you measure success, such as improving patient understanding, increasing completion of recommended self-care activities, or improving patient feedback?
- What educational materials, teach-back techniques, digital resources, or individualized communication strategies could strengthen patient education?
- How does effective education support prevention, self-management, and improved health outcomes?
- By what date or patient-education cycle will you aim to implement and evaluate a specific improvement?

Provide clinical guidance and training to LPNs, RNs, and direct care staff

- What actions could you take to improve the quality, consistency, and effectiveness of clinical guidance and staff training?
- How will you measure success, such as improving competency assessment results, increasing training completion, reducing recurring errors, or improving staff confidence?
- What mentoring strategies, skills demonstrations, job aids, case reviews, or continuing-education opportunities could strengthen staff development?
- How does effective clinical guidance improve staff competency and patient safety?
- By what date or training cycle will you aim to implement and evaluate a specific staff-development improvement?
-

Monitor compliance with policies, procedures, and quality care standards

- What steps could you take to improve monitoring and enforcement of clinical policies, procedures, and quality standards?
- How will you measure success, such as improving compliance audit results, reducing repeat deficiencies, or increasing timely completion of corrective actions?
- What audits, checklists, staff education, monitoring tools, or feedback processes could strengthen compliance?
- How does consistent adherence to standards support patient safety, quality care, and regulatory compliance?
- By what date or compliance-review cycle will you aim to improve a specific monitoring process?

Administer quality assurance, performance improvement, and accreditation compliance programs

- What strategies could you use to improve the effectiveness of quality assurance, performance improvement, or accreditation activities?
- How will you measure success, such as improving audit results, reducing recurring deficiencies, completing improvement initiatives on schedule, or demonstrating measurable quality gains?
- What performance metrics, audit tools, data-analysis methods, staff involvement, or continuous-improvement techniques could strengthen these programs?
- How does effective quality management support patient safety, regulatory compliance, accreditation readiness, and continuous improvement?
- By what date or accreditation/quality cycle will you aim to implement and evaluate a specific improvement?