

# Leadership and Management

## Leadership Role

- Essential Components of leadership
  - Effective communication
  - Conflict Manager
  - Knowledge/competence
  - Role model
  - Delegation
  - Identifies goal/Objectives
  - Motivation
  - Proactive
  - Flexible
- Leadership styles
  - Authoritative
  - Democratic
  - Laissez-faire

## Professional Communication

- Influence outcomes with good communication
  - Reduce Errors
  - Improve continuity of care
  - Build teamwork/collaboration
- Coordination of Care
  - Leadership & management
  - Setting priorities
  - Conflict resolution
  - Problem-solving
  - Documentation
  - Consultation
  - Transfers
  - Discharge

## Quality Improvement

- Plan to improve health care services  
And client outcomes
  - Develop standards
  - Standards available by way of policies  
And procedures
  - Quality issues identified by the team
  - Set a benchmark
  - Collect data & analysis
  - Unmet benchmark- do root cause  
Analysis

## Management Role

- > Functions
  - Planning
  - Organizing
  - Staffing
  - Directing
  - Controlling
- > Characteristics
  - Hold formal position of authority
  - Coach subordinates
  - Work toward shared goals of quality, efficiency  
and excellence
  - Promote innovation

## Conflict

- > Types of Conflict
  - Intrapersonal: individual
  - Interpersonal: between two or more people
  - Intergroup: department, organization
- > Causes of conflict
  - Ineffective communication
  - Unmet/unclear expectations
  - Change
  - Differences in values/beliefs
- > Conflict Management strategies
  - Avoiding/withdrawing
  - Cooperating/accommodating
  - Compromising/negotiating
  - Competing/coercing
  - Collaborating
  - Smoothing

## Variance/Incident/Irregular Occurrence

- > Nursing interventions
  - Report is confidential communication
  - Cannot subpoenaed
  - Should not be placed in the chart
- > Reportable incidents
  - Medication errors
  - Procedure/treatment errors
  - Equipment-related injuries/errors
  - Needlestick injuries
  - Client falls/injuries

- Analysis of potential solutions
- Educational or corrective action
- Re-evaluation

- Visitor/volunteer injuries
- Threat made to client/visitor
- Loss of property

### **Case Management**

- Principles
  - Collaboration
  - Advocacy
  - Minimize care fragmentation

### **Continuity of Care**

- > Nursing role
  - Interprofessional care coordination
  - Liaison & client advocacy
  - Complete adm/disc/transfer/referral process

### **Delegation**

- Five Rights of delegation
  - Right person
  - Right task
  - Right circumstances
  - Right direction & Communication
  - Right supervision & evaluation
- RN cannot delegate
  - Nursing process
  - Client education
  - Tasks that require nursing judgement

### **Prioritization**

- > Principles
  - Systemic before local
  - Acute before Chronic
  - Actual before potential problems
  - According to Maslow's Hierarchy of needs
  - Recognize & respond to trends vs. transient findings
  - Recognize signs of emergencies vs. expected client findings
  - Apply clinical knowledge to procedural standards to determine the priority action

### **Legal Issues**

- Informed consent
  - Procedure to be performed, risk Expected outcome, expected complication & alternate treatment.
  - Consent given by a competent adult, legal Guardian or designated power of attorney, Emancipated or married minor, parent of A minor or court order.
  - Nurse's role as the witness
  - Thorough documentation
  - Trained medical interpreter must be provided
- Client Rights
  - Patient Bill of rights
  - Americans with disability Act
  - HIPPA
- Types of laws
  - Criminal law: Felony, misdemeanor
  - Civil laws: Tort law
  - State law: Nursing practice
- Mandatory Reporting
  - Abuse: Nurses mandated to report Abuse of vulnerable populations. Any Suspicion of abuse must be reported.
  - Communicable Disease: report to public health Department to ensure appropriate care management.

### **Information technology**

- > Informatics
  - communication & information-gathering tool that support clinical decision making & scientifically Based nursing practice.
  - Client care: Electronic documentation, medication dispensing, & client education
  - Client portals
- > Data security
  - Improper access of password
  - Only authorized individuals may access the client's
  - Computer terminals must be logged off & locked when not in immediate use.
  - Monitor screens must be shielded

### **Nurse Practice Act**

- varies from state to state

### **Good Samaritan Law**

- Healthcare providers are protected from potential liability if volunteering away from their place of employment, as long the nurse's actions are not grossly negligent.

- Impaired Coworker
  - A nurse who suspects a coworker of using drugs or alcohol  
While working has the duty to report to the appropriate supervisor.
- Malpractice (professional negligence)
  - The failure of a person with professional training to act in a reasonable  
And prudent manner within the identified scope of practice and/or  
Within the guidelines identified by the state regulating agency.
- Negligence
  - The omission to do something that a reasonable person would do, or  
Doing something that a reasonable a person would not do.