

Universal Competencies

Universal Competency	Critical Elements - Explained
Safety and Security (Physical)	ID patient Allergies 2 patient identifiers Pre-procedure time-out Professional interactions Fall bundle Non-skid socks Bed rails raised Bed in low position and locked No clutter on the floor 7 Rights for Medication administration Patient Drug Dose Time Route Reason Documentation
Safety and Security (Emotional)	4 P's: Pain, Potty, Position, Possessions AIDET: Acknowledge, Introduce, Duration, Explanation, Thank Provide privacy Promote trust and respect Patient confidentiality (HIPPA)
Standard Precaution	Hand washing/hygiene Clean gloves patient room/medication preparation Clean stethoscope, pulse oximeter, and other equipment Scrub the hub Asepsis/Medication preparation/CVAD dressing change/urinary catheter insertion Special precautions as required Dispose of contaminated materials
Communication	Teaching (medication safety, procedure, etc.) Modify language and communication style to be consistent with patient's needs, cultural values, etc. Utilize resources to enable communication consistent with agency protocols
Critical Thinking	SBAR: Situation, Background, Assessment,

	Recommendation Decision making (i.e. give med or not, correct needle length, syringe size, dilution) Prioritization of tasks/procedures Evaluation and revision of interventions Assessment related to patient symptoms
Documentation	eMAR medication scan Any narrative or exception charting of findings Save all documentation
Human Caring	Treat patient with respect and dignity – i.e. do not use “pet” names Provision of privacy Listening to the patient's needs Spending time with the patient Involve patient in their plan of care
Professional Role	Appearance Interaction with peers, staff, family Prepared for CPE Maintains clean working environment Manage equipment, supplies, and human resources efficiently and economically

Universal competencies guide nursing behaviors when managing patient care. Universal competencies are incorporated in every interaction a nurse has with a patient.