

Total Time Spent: 4 hours

Management of Care

Assignment, Delegation and Supervision

- Managing Client Care: Delegating Tasks to Assistive Personnel (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 1 Managing Client Care)
 - Nurses must follow the ANA codes of standards in delegating and assigning tasks
 - Ensure that the UAP knows how to perform the task(s)
 - Ensure that the nurse supervises the UAP to ensure that the tasks are done adequately
- Managing Client Care: Priority Intervention for Incorrect Transfer Technique (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 1 Managing Client Care)
 - Prioritize the safety of the client
 - Prioritize the safety of the healthcare professional
 - Minimize injury for all
- Managing Client Care: Priority Interventions (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 1 Managing Client Care)
 - Prioritize tasks that are time sensitive
 - Ensure the nurse uses the ANA codes of standards
 - Ensure team member knows how to do the task

Case Management

- Coordinating Client Care: Addressing Priority Issues During Case Management (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 2 Coordinating Client Care)
 - Initiating critical pathways
 - Ensuring the outline and length of stay and treatments
 - Documenting events for clients requiring a longer stay

Client Rights

- Professional Responsibilities: Inappropriate Use of Restraints (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 3 Professional Responsibilities)
 - Confining a patient
 - Convenience of staff
 - Not having orders for restraints
- Professional Responsibilities: Responding to a Client's Family Regarding Treatment (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 3 Professional Responsibilities)
 - The POA can make decisions if the client is unable
 - The information cannot be given over the phone
 - The family has to talk to the client about their care

- Professional Responsibilities: Teaching About Client Rights (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 3 Professional Responsibilities)
 - Right client
 - Right treatment
 - Client has the right to refuse

Concepts of Management

- Managing Client Care: Identifying Conflict Resolution Strategies (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 1 Managing Client Care)
 - Listen to clients and don't assume
 - If no resolution is arrived at, take the concern up the chain of command
 - The nurse should write a protest if no satisfactory resolution

Confidentiality/Information Security

- Professional Responsibilities: Priority Action for a Breach of Electronic Health Information (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 3 Professional Responsibilities)
 - Inappropriate use of social media can result in a breach of confidentiality
 - Nurses must be cautious about the risk of intentional or inadvertent breaches of confidentiality via social media
 - Do not share passwords

Continuity of Care

- Coordinating Client Care: Change-of-Shift Report (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 2 Coordinating Client Care)
 -
- Coordinating Client Care: Referrals for Home Oxygen Therapy (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 2 Coordinating Client Care)
 -
- Professional Responsibilities: Managing a Client's Personal Items (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 3 Professional Responsibilities)
 - The client will need to remove valuables such as jewelry, dentures, glasses and prosthetics before surgery.
 - The first option for the client's valuables is to leave them with family while they are in surgery.
 - The other option for the client's valuables is to have the nurse safely store them before surgery.

Establishing Priorities

- Managing Client Care: Prioritizing Care for Four Clients (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 1 Managing Client Care)

Pranada, Justin

- Prioritize systemic before local
- Prioritize acute before chronic
- Prioritize actual problems before potential future problems

Ethical Practice

- Professional Responsibilities: Making Decisions for End-of-Life Care (Active Learning Template - System Disorder, RM Leadership 8.0 Chp 3 Professional Responsibilities)
 - The POA can make decisions if the client is unable
 - The client may request for advance directives
 - Advance directives must be written information that outlines their rights related to health care decisions and how to formulate advance directives

Informed Consent

- Professional Responsibilities: Obtaining Informed Consent in an Emergency (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 3 Professional Responsibilities)
 - The nurse should witness informed consent
 - Two providers need to sign off for emergency
 - Implied consent is used for emergency situations

Information Technology

- Professional Responsibilities: Charting in a Client's Electronic Medical Record (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 3 Professional Responsibilities)
 - Client record must be kept in a secure area
 - No part of the client record can be copied expect for authorized exchange of documents between health care institutions
 - Clients can have access to their records
- Professional Responsibilities: Resources for Client Information (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 3 Professional Responsibilities)
 - The nurse can review medications, diseases, procedures, and treatments using an electronic format
 - Computers can be beneficial for use with clients who have visual impairments
 - Laptops are great for documentation

Performance Improvement (Quality Improvement)

- Managing Client Care: Performance Improvement Process (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 1 Managing Client Care)
 - Used to identify and resolve performance deficiencies
 - Includes measuring performance against a set of predetermined standards

- Standards are set by the facility and consider accrediting and professional standards
- Managing Client Care: Using a Quality Improvement Method (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 1 Managing Client Care)
 - Evaluate the client and determine if the client outcomes were met
 - Evaluate client care tasks and identify needs for quality improvement activities and/or additional resources
 - The Joint Commission's accreditation standards require institutions to show evidence of quality improvement in order to attain accreditation status

Referrals

- Coordinating Client Care: Referral to Assist Client With Obtaining Medical Equipment (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 2 Coordinating Client Care)
 - Provide a link to post-discharge resources
 - Discharge referrals are based on client needs
 - Complete referral forms to ensure proper reimbursement

Safety and Infection Control

Emergency Response Plan

- Facility Protocols: Client Triage During a Mass Casualty Incident (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 5 Facility Protocols)
 - Move on if the client is tagged as expectant
 - Treat immediate client as soon as possible
 - Assess clients who are "delayed" and see how much they need

Security Plan

- Facility Protocols: Caring for a Client Who Has Been Exposed to Anthrax (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 5 Facility Protocols)
 - Client may experience cough and SOB
 - Treat with antibiotics
 - Given anthrax vaccine
- Facility Protocols: Triage Tagging (Active Learning Template - Basic Concept, RM Leadership 8.0 Chp 5 Facility Protocols)
 - Black is expectant
 - Red is immediate
 - Yellow is delayed