

N443 Leadership and Management: Proctored RN Leadership Remediation

Chapter 1 Managing Client Care

Characteristics of Leaders

- Inspiration
- Initiative
- Respect
- Problem-solving
- Move toward a goal
- Empower others
- Long-term vision

Management

There are five major management functions: planning, organizing, staffing, directing, and controlling.

Planning: making decision about things that must be done and the name of the person who will do it.

Organization: knowledge about the decision-making process or who must decide.

Staffing: management of adequate staffing, ensure that there are employees available to take care of patients' needs.

Directing: role assumed by a manager and how the manager motivates others.

Controlling: evaluating performance of the employees, also evaluate if the goal has been met.

Time Management

- Start with what needs to be done immediately, for example administrating a pain medication or antiemetic to the patient.
- What task you can delay or do at specific time. Always ensure that the patient is safe before you can delay any treatment, for example monitor glucose monitoring, checking a vital sign or administrating a routine medication.
- What task can be done in the end of shift, for example ambulation of the client, discharge, dressing charge, or patient teaching.

- Good time management helps facilitates a greatest productivity, reduce stress, improve patients, families, and employees' satisfaction.
- Poor time management increases omission of important tasks and creates dissatisfaction with the care provided to the client.

Chapter 4 Maintaining a Safe Environment

CULTURE OF SAFETY

- Promotes openness and error reporting
- Lower number of adverse events
- Track the occurrence of negative client incidents
- Help to manage the hazards

INFECTION CONTROL

- Educate staff on infection prevention
- Nurse has responsibility to control the spread of infection
- Have resource for proper handling and prevention on infection
- Place client on isolation if the client has any communicable disease
- Ensure that staff and visitors use appropriate equipment when they enter the patient's room.
- All health care team should use standard precautions
- Use safety needles
- Dispose needles immediately in the sharp's containers after use.
- Keep designated equipment in the client's room if the client is on contact precautions.

Nurses' responsibilities related to equipment safety

- Learn proper use of equipment
- Check accurately of equipment
- Ensure that outlet covers are used
- Ensure that life-support equipment is plugged into outlets designated
- Disconnect all electrical equipment prior to cleaning

- Inspect equipment regularly

SPECIFIC RISK AREAS

- Many factors affect a client's ability to protect themselves:
 - *Age (especially older adult and pediatric clients)
 - *Mobility (client at bed rest or lack of mobility)
 - *Cognitive and sensory awareness
 - *Lifestyle and safety awareness

Chapter 5 Facility Protocols

REPORTING INCIDENTS: Examples when an incident report should be filed

- Medication errors
- Procedure/treatment errors
- Client falls or injuries
- Loss of client's property, including dentures or jewelry
- Needlestick injuries

INCIDENT REPORTS

- Complete incident report within 24 hr of the incident
- Must be completed by the person who identifies unexpected event
- Must be confident, do not share with the client
- It can not place in the client's health care record
- Must be document as fact
- Describe the incident and actions taken or treatment if needed.
- Give the file to a risk manager department

What to include in the incident report?

- Client's name and hospital number
- If the incident is reported for a visitor, provide the visitor's name and address
- Name of the witness
- Factual description of the incident or injuries
- Action taken

- If medication error, write the name of the drug and dose given
- Notification of the provider or referrals.