1. Types of communication
   - Types of Communication: Components of Verbal Communication During Initial Assessment
   - Types of Communication: Making Corrections Using Effective Written Communication
   - Types of Communication: Modes of Communication for Beneficial Client Outcome
   - Types of Communication: Nonverbal Communication
2. Client Education
   - Client Education: Effective Written Communication for Preschool-Age Children
   - Client Education: Identifying Factors to Support Learning
   - Client Education: Steps in the Client Education Process
   - Client Education: Teaching Clients who have Hearing Loss
3. Priority Setting
   - Ability to demonstrate nursing judgment in making decisions about priority responses to a client problem. Also includes establishing priorities regarding the sequence of care to be provided to multiple clients.
4. Quality Improvement
   - Care-related and organizational processes that involve the development and implementation of a plan to improve health care services and better meet the needs of clients.
5. Foundation Thinking
   - The ability to comprehend information and concepts. Incorporates Blooms Taxonomy categories of Remembering and Understanding.
6. Patient Centered Care
   - The provision of caring and compassionate, culturally sensitive care that is based on a patient's physiological, psychological, sociological, spiritual, and cultural needs, preferences, and values.