



**COHESIVE HEALTHCARE MANAGEMENT & CONSULTING**

**Mangum Regional Medical Center**

TITLE		POLICY	
<b>ED Nursing Standard of Practice</b>		<b>EMD-004</b>	
MANUAL	EFFECTIVE DATE	REVIEW DATE	
<b>Emergency Department</b>			
DEPARTMENT	REFERENCE		
<b>Emergency Department</b>			

**I. SCOPE**

This policy applies to Mangum Regional Medical Center. This policy is an emergency department policy applying to all nurses employed as emergency department nurses or working in the emergency department.

**II. POLICY**

The practice of emergency nursing is a specialized area of practice and requires a specialized body of knowledge and skills. The emergency nurses at Mangum Regional Medical Center are accountable to standards of practice and professional role performance identified by the Emergency Nurses Association (ENA) and all applicable laws and regulations to ensure safe, quality emergency care. The ENA standards of practice and professional role performance are as follows:

**A. STANDARDS OF ED NURSING PRACTICE**

**STANDARD 1: Assessment**

The ED nurse is responsible for the collection of pertinent data and information to the patient’s health and/or situation. These ED nurse competencies include but are not limited to:

- The collection of pertinent data including but not limited to: demographics, physical, functional, psychosocial, emotional, cognitive, sexual, cultural, age-related, environmental, spiritual, social determinants of health, health disparities, and economic assessments in a systematic, ongoing process.
- Prioritizing the collection of data based on the patient’s immediate condition, anticipated needs, or situation.
- The implementation and use of evidenced based assessment and tools relevant to the situation.

- Eliciting the patient's values, preferences, needs (expressed and unexpressed), and healthcare situation knowledge.
- Being cognizant of the impact of personal attitudes, values and beliefs on the assessment process.
- Recognizing barriers to effective communication based on psychosocial, literacy, financial, and cultural considerations.
- Adhering to ethical, legal, regulatory, and privacy guidelines in the collection, maintenance, use, and dissemination of data and information.
- Recognizing the patient or their designated proxy as the authority on their healthcare decisions by honoring their healthcare preferences.
- Documenting relevant data in a manner accessible/retrievable to the interdisciplinary team

Additional competencies for the Advanced Practice Registered Nurse include but are not limited to:

- Performing an assessment, including an H&P exam, and EMTALA-specific medical screening examination.
- Ordering diagnostic tests and procedures.
- Using advanced assessment, knowledge, and skills to maintain, enhance, or improve health conditions, including responding to rapidly changing physiological or mental status of the patient.

**STANDARD 1a:** Triage

The ED nurse is responsible for triaging each patient who presents to the emergency department and optimizing the flow to expedite those who require immediate care. ED nurse competencies include but are not limited to:

- Understanding and being compliant with EMTALA and HIPAA requirements.
- Prioritizing ED patients and their care needs.
- Appropriately using the ESI Triage system, including utilization of age and developmentally appropriate and culturally sensitive practices to determine the appropriate triage acuity level.
- Assisting other ED team members with facilitating placement of patients who require immediate care.
- Implementing interventions or diagnostics according to established Hospital policies/protocols, as warranted by the patient's condition.
- Documenting the triage acuity level for each patient in the patient's medical record.
- Communicating significant triage findings to ED team members in a timely manner.
- Collaborating with other ED team members to reassess patients already triaged in the waiting room according to the Triage Using the ESI Index or Pediatric Triage and acuity levels.

- Initiating the patient educational process and documenting education in the patient's medical record.
- Collaborating with appropriate disaster personnel and incident command for institutional awareness, safety and security measures.
- Modifying the triage decision-making process depending on the circumstances, as dictated by either routine operations or disaster management.
- Participating in process improvement projects when appropriate.

Additional competencies for the Advanced Practice Registered Nurse include but are not limited to:

- The provision of an appropriate medical screening examination.
- Facilitating diagnostic evaluations, procedural interventions, and medication administration as needed.

### **STANDARD 2:** Diagnosis

The ED nurse is responsible for analyzing assessment data collected to determine actual or potential diagnoses, problems, and issues. ED nurse competencies include but are not limited to:

- Identifying actual or potential barriers to the patient's health and safety or risks to health, which may include but are not limited to: interpersonal, systematic, cultural, or environmental circumstances.
- Validating the diagnoses, problems and issues with the individual, family, and interdisciplinary team members.
- Prioritizing diagnoses, problems and issues based on mutually established goals to meet the needs of the patient across the health-illness continuum.
- Documenting diagnoses, problems, and issues in a manner that facilitates the expected outcomes and plan.

Additional competencies for the Advanced Practice Registered Nurse include but are not limited to:

- Formulating a differential diagnosis list based on the assessment, history, diagnostic tests, and physical examination.
- Determining a final diagnosis.

### **STANDARD 3:** Outcomes Identification

The ED nurse is responsible for identifying the expected outcomes for a plan individualized to the patient or the situation. ED nurse competencies include but are not limited to:

- Formulating culturally sensitive expected outcomes derived from assessments and diagnoses.

- Using clinical expertise and current evidence-based practice to identify health risks, benefits, costs, and/or expected trajectory of the condition.
- Collaborating in shared decision-making between the patient and healthcare providers to define expected outcomes integrating the patient’s culture, values, and ethical considerations.
- Engaging the patient, family and the interdisciplinary team to identify expected outcomes.
- Developing expected outcomes that facilitate coordination of care.
- Generating an estimated time frame for attainment of expected outcomes that is communicated to the patient and the patient’s family.
- Documenting expected outcomes as measurable goals in the patient’s medical record.

**STANDARD 4:** Planning

The ED nurse is responsible for developing a plan that prescribes strategies to attain expected, measurable outcomes. ED nurse competencies include but are not limited to:

- Developing an individualized, holistic, evidence-based plan in partnership with the patient and interdisciplinary team.
- Establishing the plan priorities with the patient and interdisciplinary team.
- Advocating for responsible and appropriate use of interventions to minimize unwarranted or unwanted treatment and/or patient suffering.
- Prioritizing elements of the plan based on the assessment of the patient’s level of risk and safety needs.
- Ensuring evidence-based strategies in the plan to address each of the identified diagnoses, problems or issues. These strategies may include but are not limited to:
  - Promotion of wellness and restoration of health
  - Prevention of illness, injury, and disease
  - Facilitation of healing
  - Alleviation of suffering
  - Supportive end-of-life care
- Considering the economic impact of the plan on the patient, family, caregiver, or other affected parties.
- Developing a plan that reflects compliance with current statutes, rules and regulations, and standards.
- Modifying the plan according to ongoing assessments, data evaluation, the patient’s response, available resources, and other outcome indicators.
- Documenting the plan using transparent, standardized language and recognized terminology.

Additional competencies for the Advanced Practice Registered Nurse include but are not limited to:

- Integrating assessment and diagnostic strategies, and therapeutic interventions that reflect current evidence-based knowledge and practice.
- Utilizing assessment and diagnostic findings to determine an appropriate disposition and outcome.

**STANDARD 5:** Implementation

The ED nurse is responsible for the implementation of the identified plan. ED nurse competencies include but not limited to:

- Partnering with the patient to implement a safe, effective, efficient, timely, patient-centered and equitable plan.
- Implementing a plan through collaboration and communication across the continuum of care with the interdisciplinary care team.
- Demonstrating caring behaviors to develop therapeutic relationships.
- Using evidence-based interventions and strategies to achieve the mutually identified goals and outcomes specific to the problem or needs.
- Integrating critical thinking and technology solutions to implement the nursing process to collect, measure, record, retrieve, trend, and analyze data and information to enhance nursing practice and patient outcomes.
- Delegating according to the health, safety and welfare of the patient and considers the circumstance, person, task, direction or communication, supervision, and evaluation, as well as the state nurse practice act regulations, institution, and regulatory entities, while maintaining accountability for the care.
- Documenting implementation and any modification, including changes or omissions of the identified plan.
- Assuming responsibility for transparency during the planning and implementation process.

Additional competencies for the Advanced Practice Registered Nurse include but not limited to:

- Using prescriptive authority, procedures, referrals, treatments, and therapies in accordance with state and federal laws and regulations.
- Managing an identified population based on professional preparation and board certification.
- Prescribing traditional and integrative evidence-based treatments, therapies, and procedures that are compatible with the patient's cultural preferences and norms.
- Prescribing evidence-based pharmacologic agents and treatments according to clinical indicators and results of diagnostic and laboratory tests.
- Providing clinical consultations for patients and professionals related to complex clinical cases to improve care and population outcomes.

**STANDARD 5a:** Coordination of Care

The ED nurse is responsible for the coordination of the patient's care delivery. ED nurse competencies include but are not limited to:

- Organizing the components of the patient’s plan.
- Collaborating with the patient to help manage healthcare delivery based on mutually agreed upon outcomes.
- Engaging patients in self-care to achieve preferred goals for quality of life.
- Assisting the patient to identify barriers and provide alternative options for care.
- Communicating with the patient, interdisciplinary team, and community-based resources for safe transitions in continuity of care.
- Advocating for the delivery of dignified and holistic care by the interdisciplinary team.
- Documenting the coordination of care in the patient’s medical record.

Additional competencies for the Advanced Practice Registered Nurse include but are not limited to:

- Managing an identified patient population based on professional preparation and board certification.
- Serving as the patient’s direct care provider and coordinator of healthcare services in accordance with all applicable laws and regulations.
- Synthesizing patient data and information to prescribe and provides necessary system and community support measures.
- Supervising patient care delivered by the interdisciplinary team as appropriate.

**STANDARD 5b:** Health Teaching and Health Promotion

The ED nurse is responsible for employing strategies to promote a healthy and safe environment. ED nurse competencies include but are not limited to:

- Providing opportunities for the patient to identify barriers and knowledge gaps in healthcare promotion, disease prevention, and self-management topics
- Using health promotion and health teaching methods in collaboration with the patient’s values, beliefs, health practices, developmental level, learning needs, readiness and ability to learn, language preferences, spirituality, culture, and socioeconomic status.
- Using feedback and evaluations from the patient to determine the effectiveness and satisfaction of the employed strategies.
- Using technologies to communicate health promotion and disease prevention information to the patient.
- Providing appropriate and applicable instructions and anticipatory guidance to patients to promote health and prevent or reduce the risk of negative health outcomes.

Additional competencies for the Advanced Practice Registered Nurse include but are not limited to:

- Providing appropriate chronic disease anticipatory guidance, health promotion instructions, and applicable referrals that improve health and prevent or reduce the risk of negative health outcomes.

**STANDARD 6:** Evaluation

The ED nurse is responsible for evaluating the patient's progress toward attainment of goals and outcomes. The ED nurse competencies include but are not limited to:

- Conducting a systematic, ongoing, and criterion-based evaluation of the goals and outcomes in relation to the structure, processes, and timeline prescribed in the plan.
- Collaborating with the patient and others involved in the care or situation in the evaluation process.
- Using ongoing evaluation and assessment data to revise the diagnoses, outcomes, plan, and implementation strategies.
- Sharing evaluation data and conclusions with the patient and other stakeholders in accordance with federal and state regulations.
- Documenting the results of the evaluation in the patient's medical record.

**B. STANDARDS OF ED NURSING PROFESSIONAL PERFORMANCE**

**STANDARD 7:** Ethics

The ED nurse will practice in an ethical manner. ED nurse competencies include but are not limited to:

- Integrating the *Code of Ethics for Nurses with Interpretive Statements* to guide nursing practice.
- Practicing with compassion and respect for the inherent dignity, worth, and dynamic attributes for all people.
- Advocating for patients' rights to informed decision-making and self-determination.
- Seeking guidance in situations where the rights of the individual conflict with public health guidelines.
- Endorsing the understanding that the primary commitment is to the patient regardless of setting or situation.
- Maintaining therapeutic relationships and professional boundaries.
- Advocating for the rights, health, and safety of the patient and others by taking appropriate action regarding illegal, unethical, or inappropriate behavior that can endanger or jeopardize the best interests of the patient or situation.
- Safeguarding the privacy and confidentiality of patients, others, and their data and information within ethical, legal, and regulatory parameters.
- Demonstrating professional accountability and responsibility for nursing practice.

- Maintaining competences through continued personal and professional development.
- Contributing to the establishment and maintenance of an ethical environment that is conducive to safe, quality healthcare.

**STANDARD 8:** Culturally Congruent Practice

The ED nurse is responsible for a practice that is congruent with cultural diversity and inclusion principles. ED nurse competencies include but are not limited to:

- Demonstrating of respect, equity, and empathy in actions and interactions with all patients.
- Participating in life-long learning to understand cultural preferences, worldview, choices, and decision-making processes of diverse patients and their families.
- Performing critical reflection by taking inventory of one's own values, beliefs, and cultural heritage.
- Applying knowledge of variations in health beliefs, practices, and communication patterns in all nursing practice activities.
- Considering the effects and impact of discrimination and oppression on practice within and among vulnerable cultural groups.
- Communicating with appropriate language and behaviors, including the use of medical interpreters and translators in accordance with patient preferences.
- Identifying the cultural-specific meaning of interactions, terms, and content.
- Respecting patient decisions based on age, tradition, belief, family influence, and stage of acculturation.

Additional competencies for the Advanced Practice Registered Nurse include but not limited to:

- Promoting shared decision-making solutions in planning, prescribing, and evaluating processes when the patient's cultural preferences and norms may conflict with current evidence-based practice.
- Leading interdisciplinary teams to identify the cultural and language needs of the patient.

**STANDARD 9:** Communication

The ED nurse is responsible for communicating effectively in all areas of their practice. ED nurse competencies include but are not limited to:

- Assessment of one's own communication skills and effectiveness.
- Demonstrating cultural empathy when communicating.
- Assessing communication ability, health literacy, resources, and preferences of patients to inform the interdisciplinary team and others.
- Using transparent, linguistically sensitive language and translation resources to ensure effective communication.



- Incorporating appropriate alternative strategies to communicate effectively with patients and family members who have visual, speech, language, or communication difficulties.
- Using communication styles and methods that demonstrate caring, respect, deep listening, authenticity, and trust.
- Conveying accurate and timely information.
- Maintaining communication with the interdisciplinary team and others to facilitate safe transitions and continuity in care delivery.
- Exposing care processes and decisions when they do not appear to be in the best interest of the patient.
- Disclosing concerns related to potential or actual hazards and errors in care or the practice environment to the appropriate level.
- Demonstrating continuous improvement of communication skills.

**STANDARD 10:** Collaboration

The ED nurse is responsible for collaborating with the patient and other key stakeholders in the conduct of nursing practice. ED nurse competencies include but are not limited to:

- Identifying the areas of expertise and contribution of other professional and key stakeholders.
- Clearly articulating the nurse's role and responsibilities within the team.
- Partnering with the patient and key stakeholders to advocate for and effect change, leading to positive outcomes and quality care.
- Using appropriate tools and techniques, including information systems and technologies, to facilitate discussion and team functions in a manner that protects dignity, respect, privacy, and confidentiality.
- Promoting engagement through consensus building and conflict management.
- Using effective group dynamics and strategies to enhance team performance.
- Demonstrating dignity and respect when interacting with others and giving and receiving feedback.
- Partnering with stakeholders to create, implement, and evaluate a comprehensive plan.

**STANDARD 11:** Leadership

The ED nurse is responsible for leading within the professional practice setting and the profession. ED nurse competencies include but are not limited to:

- Contributing to the establishment of an environment that supports and maintains respect, trust and dignity.
- Encouraging innovation in practice and role performance to attain personal and professional plans, goals, and vision.
- Communicating to manage change and address conflict.

- Mentoring colleagues for the advancement of nursing practice and the profession to enhance safe practice, safe care through participation in administrative teams, councils, and committees.
- Retaining accountability for delegated nursing care.
- Supporting nursing autonomy and accountability to establish an environment that motivates constructive change.

**STANDARD 12:** Education

The ED nurse is responsible for seeking knowledge and competence that reflects current nursing practice and promotes futuristic thinking. ED nurse competencies include but are not limited to:

- Identifying learning needs based on nursing knowledge and the various roles the nurse may assume.
- Participation in ongoing educational activities related to nursing and interprofessional knowledge bases and professional topics.
- Mentoring nurses new to their roles for the purposes of ensuring successful integration into the emergency care setting, including assistance with skill advancement, knowledge acquisition, orientation, and emotional support.
- Demonstration of a commitment to lifelong learning through self-reflection and inquiry for learning and personal growth.
- Seeking experiences to maintain current practice while advancing knowledge, skills, abilities, attitudes, and judgment in clinical practice or role performance.
- Acquiring knowledge and skills relative to the role, population, specialty, setting, and local health situation.
- Participation in formal consultations or informal discussions to address issues in nursing practice as an application of education and knowledge.
- Identifying modifications or accommodations needed in the delivery of education based on patient or family members' needs.
- Sharing educational findings, experiences, and ideas with interprofessional team members.
- Supporting acculturation of nurses new to their roles by role modeling, encouraging, and sharing pertinent information relative to optimal care delivery
- Facilitating a work environment supportive to ongoing education of the healthcare team.

**STANDARD 13:** Evidence-Based Practice and Research

The ED nurse is responsible for integrating evidence and research finding into practice. ED nurse competencies include but are not limited to:

- Articulating the values of research and its application relative to the healthcare setting and practice.
- Identifying areas and questions in the healthcare setting and practice that can be answered by nursing research.

- Using current evidence-based knowledge, including the dissemination of research findings, to guide practice.
- Incorporating evidence when initiating changes in nursing practice.
- Participation in the formulation of evidence-based practice through research and quality improvement activities.
- Sharing peer-reviewed research findings with colleagues to integrate knowledge into nursing practice.

**STANDARD 14: Quality of Practice**

The ED nurse is responsible for contributing to nursing practice quality. ED nurse competencies include but are not limited to:

- Ensuring nursing practice is safe, effective, efficient, equitable, timely, and patient-centered.
- Participation in self-reflection, performance appraisal, and peer review to improve the quality of care provided.
- Identifying barriers and opportunities to improve healthcare delivery, safety, effectiveness, efficiency, equitability, timeliness, and patient- and family-centeredness.
- Recommending strategies to improve nursing quality.
- Using creativity and innovation to enhance nursing care.
- Participation in quality improvement activities.
- Collecting data to monitor the quality of nursing practice.
- Contributing in efforts to improve healthcare efficiency.
- Collaborating with the interdisciplinary team to implement quality improvement teams and interventions.
- Documenting nursing practice in a manner that supports quality and performance improvement initiatives.
- Participation in developing and maintaining triage competency standards, including education, peer review, and continuous quality improvement chart audits.
- Using health communication strategies and information technology to improve healthcare equity, quality, and outcomes.

Additional competencies for the Advanced Practice Registered Nurse include but are not limited to:

- Engaging in comparison evaluations of the effectiveness and efficacy of diagnostic tests, clinical policies and procedures, therapies, and treatment plans with the interdisciplinary team.
- Applying knowledge obtained from advance preparation, as well as current research and evidence-based information, to clinical decision-making at the point of care to achieve optimal health outcomes.

- Using available benchmarks as a means to evaluate practice at the individual, departmental or organizational level.
- Maintaining population-focused and/or emergency specialty board certification.

**STANDARD 15:** Professional Practice Evaluation

The ED nurse is responsible for evaluating one's own and others' nursing practice. ED nurse competencies include but are not limited to:

- Engaging in self-reflection and self-evaluation of nursing practice on a regular basis, identifying areas of strength as well as areas in which professional growth would be beneficial.
- Ensuring nursing practice is consistent with regulatory requirements pertaining to licensure, relevant statutes, rules, and regulations.
- Using organizational policies and procedures to guide professional practice.
- Providing evidence for practice decisions and actions as part of the formal and informal evaluation processes.
- Seeking formal and informal feedback regarding one's own practice from patients, peers, colleagues, supervisors, and others.
- Providing peers and others with formal and informal constructive feedback regarding their practice or role performance.
- Taking action to achieve goals identified during the evaluation process.

**STANDARD 16:** Resource Utilization

The ED nurse is responsible for utilizing recourse to plan, provide, and sustain evidence-based nursing services that are safe, effective, and fiscally responsible. ED nurse competencies include but are limited to:

- Assessing patient care needs and resources available to achieve desired outcomes.
- Assisting the patient in factoring costs, risks, and benefits in decisions about care.
- Assisting the patient in identifying and securing appropriate services to address needs across the healthcare continuum.
- Delegating in accordance with applicable legal and policy parameters.
- Identifying impact of resource allocation on the potential for harm, complexity of the task, and desired outcomes.
- Advocating for resources that support and enhance the nursing process.
- Using organizational and community resources to implement interdisciplinary plans.
- Addressing discriminatory healthcare practices and utilization of resources.

Additional competencies for the Advanced Practice Registered Nurse include but are not limited to:

- Engaging in organizational and community resources to formulate and implement interdisciplinary plans, optimize transitions of care, and improve patient care outcomes.
- Incorporating knowledge of payment and reimbursement systems and financial resources into the plan of care for patients receiving emergency care.

**STANDARD 17: Environmental Health**

The ED nurse is responsible for practicing in an environmentally safe and healthy manner. ED nurse competencies include but not limited to:

- Promoting a safe and healthy workplace and professional practice environment.
- Using environmental health concepts in practice.
- Assessing the environment to identify risk factors.
- Reducing environmental health risks to self, colleagues, and patients.
- Communicating information about environmental health risks and participates in adaptation, mitigation, and exposure-reduction strategies.
- Advocating for the safe, judicious, and appropriate use and disposal of healthcare products.
- Incorporating technologies to promote safe practice environments. Use products or treatments consistent with evidence-based practice to reduce environmental threats.
- Participating in developing strategies to promote healthy communities.
- Supporting the integration of environmental health policy into nursing education, practice, research, advocacy, and public policy.

**ATTACHMENTS**

NA

**REFERENCES**

Emergency Nurses Association (2017). *Emergency Nursing: Scope and Standards of Practice, 2<sup>nd</sup> Edition.*

Emergency Nurses Association (2018). *Emergency Nursing: Core Curriculum, 7<sup>th</sup> Edition.*

**REVISIONS/UPDATES**

Date	Brief Description of Revision/Change