

 <p>Connecticut Valley Hospital Nursing Policy and Procedure</p>	<p>SECTION A: NURSING SERVICE ORGANIZATION CHAPTER 2: STANDARDS OF NURSING PRACTICE AND CARE</p> <p>POLICY AND PROCEDURE 2.5: STANDARDS OF PROFESSIONAL PERFORMANCE</p>
<p>Authorization: Nursing Executive Committee</p>	<p>Revised Date: January 2018 Scope: Connecticut Valley Hospital</p>

“Standards of Professional Performance” describe a competent level of behavior in the professional role, including activities related to quality of care, performance appraisal, education, collegiality, ethics, collaboration, research, and resource utilization. All psychiatric-mental health nurses are expected to engage in professional role activities appropriate to their education, position, and practice setting. Therefore, some standards or measurement criteria identify these activities.

While “Standards of Professional Performance” describe the roles of all professional nurses, there are many other responsibilities that are hallmarks of psychiatric-mental health nursing. These nurses should be self-directed and purposeful in seeking necessary knowledge and skills to enhance career goals. Other activities such as membership in professional organizations, certification in specialty or advanced practice, continuing education, and further academic education are desirable methods of enhancing the psychiatric-mental health nurse’s professionalism.

Standard I: Quality of Care

The Psychiatric-Mental Health Nurse systematically evaluates the quality of care and effectiveness of Psychiatric-Mental Health Nurse practices.

Rationale

The dynamic nature of the mental health care environment and the growing body of psychiatric nursing knowledge and research provide both the impetus and the means for the psychiatric-mental health nurse to be competent in clinical practice, to continue to develop professionally, and to improve the quality of patient care.

Measurement Criteria

1. The psychiatric-mental health nurse participates in safety and quality-of-care activities as appropriate to the nurse’s position, education, and practice environment. Such activities can include:

- a. Identification of aspects of care important for quality monitoring--e.g., functional status, symptom management and control, health behaviors and practices, safety, patient satisfaction, and quality of life.
 - b. Identification of indicators used to monitor the effectiveness of psychiatric-mental health nursing care.
 - c. Collection of data to monitor quality and effectiveness of psychiatric-mental health nursing care.
 - d. Analysis of quality data to identify opportunities for improving psychiatric-mental health nursing care.
 - e. Formulation of recommendations to improve psychiatric-mental health nursing practice or patient outcomes.
 - f. Implementation of activities to enhance the quality of psychiatric-mental health nursing practice.
 - g. Participation on interdisciplinary teams which evaluate clinical practice or mental health services.
 - h. Development of policies and procedures to improve safe, quality psychiatric-mental health care.
2. The psychiatric-mental health nurse seeks feedback from the patient and significant others about their satisfaction with care.
 3. The psychiatric-mental health nurse uses the results of quality-of-care activities to initiate changes in psychiatric-mental nursing practice.
 4. The psychiatric-mental health nurse uses the results of quality-of-care activities to initiate changes throughout the mental health care delivery system, as appropriate.
 5. The psychiatric-mental health nurse participates in peer review activities when possible.
 6. The nurse's practice reflects knowledge of current professional practice standards, laws, and regulations.

Standard II: Performance Appraisal

The Psychiatric-Mental Health Nurse evaluates own psychiatric-mental health nursing practice in relation to professional practice standards and relevant statutes and regulations.

Rationale

The psychiatric-mental health nurse is accountable to the public for providing competent clinical care and has an inherent responsibility as a professional to evaluate the role and performance of psychiatric-mental health nursing practice according to standards established by the profession and regulatory bodies.

Measurement Criteria

1. The psychiatric-mental health nurse engages in performance appraisal of own clinical practice and role performance with peers or supervisors on a regular basis, identifying areas of strength as well as areas for professional/practice development.
2. The psychiatric-mental health nurse seeks constructive feedback regarding own practice and role performance from peers, supervisors, professional colleagues, patients, and others.
3. The psychiatric-mental health nurse provides peers with constructive feedback regarding their practices.

4. The psychiatric-mental health nurse contributes to an environment that is conducive to clinical education of nursing students, as appropriate.
5. The psychiatric-mental health nurse participates in peer review activities when possible.
6. The nurse's practice reflects knowledge of current professional practice standards, laws, and regulations.

Standard III: Education

The Psychiatric-Mental Health Nurse acquires and maintains current knowledge in nursing practice.

Rationale

The rapid expansion of knowledge pertaining to basic and behavioral sciences, technology, information systems, and research requires a commitment to learning throughout the psychiatric-mental health nurse's professional career. Formal education, continuing education, independent learning activities, certification, and experiential learning are some of the means of psychiatric-mental health nurses uses to enhance nursing expertise and advance the profession.

Measurement Criteria

1. The psychiatric-mental health nurse participates in educational activities to improve clinical knowledge, enhance role performance, and increase knowledge of professional issues.
2. The psychiatric-mental health nurse seeks experiences and independent learning activities to maintain and develop clinical skills.
3. The psychiatric-mental health nurse seeks additional knowledge and skills appropriate to the practice setting by participating in educational programs and activities, conferences, workshops, and interdisciplinary professional meetings.
4. The psychiatric-mental health nurse documents own educational activities.
5. The psychiatric-mental health nurse seeks certification when eligible.

Standard IV: Collegiality

The Psychiatric-Mental Health Nurse interacts with and contributes to the professional development of peers, colleagues, and others.

Rationale

The psychiatric-mental health nurse is responsible for sharing knowledge, research, and clinical information with colleagues, through formal and informal teaching methods, to enhance professional growth.

Measurement Criteria

1. The psychiatric-mental health nurse uses opportunities in practice to exchange knowledge, skills, and clinical observations with colleagues and others.
2. The psychiatric-mental health nurse assists others in identifying teaching/learning needs related to clinical care, role performance, and professional development.
3. The psychiatric-mental health nurse provides peers with constructive feedback regarding their practices.

4. The psychiatric-mental health nurse contributes to an environment that is conducive to clinical education of nursing students and other healthcare students, as appropriate.
5. The Psychiatric-Mental Health Nurse actively promotes interdisciplinary collaboration.
6. The nurse contributes to a supportive and healthy work environment.

Standard V: Ethics

The Psychiatric-Mental Health Nurse's assessments, actions, and recommendations on behalf of patients are determined in an ethical manner.

Rationale

The public's trust and its right to humane psychiatric-mental health care are upheld by professional nursing practice. Ethical standards describes code of behaviors to guide professional practice. People with psychiatric mental health needs are a vulnerable population. The foundation of psychiatric-mental health nursing practice is the development of a therapeutic relationship with the patient. Boundaries need to be established to safeguard the patient's well being and to prevent the development of intimate or sexual relationships.

Measurement Criteria

1. The psychiatric-mental health nurse's practice is guided by the Code for Nurses.
2. The psychiatric-mental health nurse establishes appropriate boundaries and maintains a therapeutic and professional relationship with patients at all times.
3. The psychiatric-mental health nurse maintains patient confidentiality within ethical, legal and regulatory parameters.
4. The psychiatric-mental health nurse functions as a patient advocate.
5. The psychiatric-mental health nurse delivers care in a nonjudgmental and nondiscriminatory manner sensitive to patient diversity.
6. The psychiatric-mental health nurse identifies ethical problems; dilemmas that occur within the practice environment and seeks available resources to help resolve ethical decisions.
7. The psychiatric-mental health nurse reports abuse of patient's rights, and incompetent, unethical, and illegal practices.
8. The psychiatric-mental health nurse participates in obtaining the patient's informed consent (including the right to refuse) for patient procedures, treatments, and research, as appropriate.
9. The psychiatric-mental health nurse discusses with the patient the delineation of roles and the parameters of the relationship.
10. The psychiatric-mental health nurse carefully manages self-disclosure in a therapeutic manner.
11. The psychiatric-mental health nurse does not promote or engage in intimate, sexual, or business relationships with current or former patients, and recognizes that to engage in such a relationship is unusual and an exception.
12. The psychiatric-mental health nurse guards against the exploitation of information furnished by the patient.
13. The psychiatric-mental health nurse is aware of and avoids the dangers of using the power inherent in the therapeutic relationship to influence the patient in ways not related to the treatment goals.

Standard VI: Collaboration

The Psychiatric-Mental Health Nurse collaborates with the patient, significant others, and healthcare providers in providing care.

Rationale

Psychiatric-mental health nursing practice requires a coordinated, ongoing interaction between consumers and providers to deliver comprehensive services to the patient and the community. Through the collaborative process, different abilities of health care providers are used to solve problems, communicate, plan, and implement interventions and evaluate mental health services.

Measurement Criteria

1. The psychiatric-mental health nurse collaborates with the patient, significant others, and health care providers in the formulation of overall goals, plan, and decisions related to patient care and the delivery of mental health services.
2. The psychiatric-mental health nurse consults with other health care providers on patient care, as appropriate.
3. The psychiatric-mental health nurse makes referrals including provisions for continuity of care--as needed.
4. The psychiatric-mental health nurse collaborates with other disciplines in teaching, consultation, management, and research activities as opportunities arise.

Standard VII: Research

The Psychiatric-Mental Health Nurse contributes to nursing and mental health through the use of research, methods and findings.

Rationale

Nurses in psychiatric-mental health nursing are responsible for contributing to the further development of the field of mental health by participating in research. At the basic level of practice, the psychiatric-mental health nurse uses research findings to improve clinical care and identifies clinical problems for research study. At the advanced level, the psychiatric-mental health nurse engages and/or collaborates with others in the research process to discover, examine and test knowledge, theories, and creative approaches to practice.

Measurement Criteria

1. The psychiatric-mental health nurse uses the best available evidence, preferably health related research data to develop the plan of care, interventions and expected actions.
2. The psychiatric-mental health nurse participates in research as appropriate to the nurse's position, education, and practice environment. Such activities can include:
 - a. Identifying clinical problems suitable for psychiatric-mental health nursing research.
 - b. Participation in data collection.
 - c. Participation in unit, organization, or community research committees or programs.
 - d. Sharing research activities with others through discussion groups, professional presentations and publications.
 - e. Conducting research and disseminating findings.

- f. Critiquing research as individual investigator or as a member of a research team according to education and experience.
 - g. Using research findings in the development of policies, procedures, and practice guidelines for patient care.
 - h. Consulting with research experts and colleagues as necessary.
3. The psychiatric-mental health nurse participates in clinical trials and human-subject protection activities as appropriate, recognizing the needs of the vulnerable subjects in the research study.

Standard VIII: Resource Utilization

The Psychiatric-Mental Health Nurse considers factors related to safety, effectiveness, and cost in planning and delivering patient care.

Rationale

The patient is entitled to psychiatric-mental health care which is safe, effective, and affordable. As the cost of health care increases, treatment decisions must be made in such a way as to maximize resources and maintain quality of care. The psychiatric-mental health nurse seeks to provide cost-effective quality care by using the most appropriate resources and delegating care to the most appropriate, qualified health care provider.

Measurement Criteria

1. The psychiatric-mental health nurse evaluates factors related to safety, effectiveness, and cost when two or more practice options would result in the same expected patient outcome.
2. The psychiatric-mental health nurse assists the patient, family, or significant others in identifying and securing the appropriate and available services that address mental health needs.
3. The psychiatric-mental health nurse refers, assigns or delegates case activities as defined by the state practice act(s) and according to the knowledge and skills of the designated care giver.
4. The psychiatric-mental health nurse refers, assigns, or delegates case activities, it is based on the mental health needs and conditions of the patient, the potential for harm, the stability of the patient's condition, the complexity of the task, and the predictability of the outcome.
5. The psychiatric-mental health nurse assists the patient, family, and/or significant others in becoming informed consumers about the benefits, risks, and costs of mental health treatment and care.
6. The psychiatric-mental health nurse documents the effects of resource utilization and changing patterns of mental health care delivery on psychiatric-mental health nursing and patient outcomes.