

# RN CARE MANAGER COMPETENCIES

Principle: "Every patient and every novice nurse deserves an experienced nurse."

Code: Y = Yes  
N = No  
P = Partially

COMPETENCY	RN Care Manager Candidate:	Met
<b>Clinical expertise</b>		
	Providing care of the complex patient/family to meet care goals for expected length of stay by consistently performing:	Y / N / P
	Admission assessments <ul style="list-style-type: none"> <li>- Identifies care needs</li> <li>- Formulates nursing diagnosis</li> <li>- Establishes nursing care outcomes for the day and for the stay/phase of the stay.</li> </ul>	Y / N / P
	Evaluations <ul style="list-style-type: none"> <li>- Evaluates nursing care by assessing the progress of each patient toward meeting established outcomes in the appropriate timeframes.</li> </ul>	Y / N / P
	Discharge Readiness, Plan and Teaching Maintains primary responsibility for the oversight of the patient/family readiness at discharge by: <ul style="list-style-type: none"> <li>- Works closely with patient/family to establish a plan of care that will meet their needs outside the acute care setting</li> <li>- Evaluates physical stability related to discharge criteria.</li> </ul>	Y / N / P
	Plans of Care: <ul style="list-style-type: none"> <li>- Partners with patient/family to develop plan of care by utilizing 3-5 minute interview</li> <li>- Consistently initiates and maintains the Plan of Care and involves others as appropriate.</li> <li>- Prioritizes, reprioritizes and resolves patient problems in a dynamic manner.</li> <li>- Nursing interventions are prescribed and are directed toward meeting patient needs to include primary expressed need (Pt PEN), identified nursing diagnoses and achievement of patient outcomes.</li> <li>- Updates/revises patient's plan of care at least once every 24 hrs to include completing a discharge evaluation of each patient's progress toward achieving patient outcomes.</li> </ul>	Y / N / P
	Ongoing Assessment/Shift Assessment <ul style="list-style-type: none"> <li>- Performs ongoing assessments to include identifying and/or anticipating significant changes in patient status through the synthesis of clinical objective and subjective observation/data</li> <li>- Assures shift assessments are completed by an RN at least once every 24 hrs</li> </ul>	Y / N / P
	Communication/Documentation <ul style="list-style-type: none"> <li>- Effectively communicates changes in a patient's condition to appropriate physician and/or care team member</li> <li>- Reports to oncoming shift using outcome focused format</li> <li>- Consistently and clearly documents changes in patient conditions, including documentation of communication to physician and other care team members and their response to the identified problem</li> <li>- Consistently documents patient assessment, interventions, evaluations and resolution of identified problems using APIE format</li> </ul>	Y / N / P
<b>Expertise in unit functions/routines</b>		
	Identifies appropriate patient placement for unit, specifically admission and discharge criteria	Y / N / P
	Identifies special needs of the typical patient population for the unit	Y / N / P
	Demonstrates expertise in assisting with unit specific procedures and in the use of unit specific equipment and supplies	Y / N / P

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COMPETENCY	RN Care Manager Candidate:	Met
<b>Leader of team</b>		
	Demonstrates ability to manage/direct/coordinate care of the patient/family by appropriately and respectfully assigning/delegating aspects of care to be provided by others and, as needed, by personally giving aspects of bedside Care as appropriate.	Y / N / P
	Assigns/delegates work in alignment with RN, LVN, and CA scopes of practice, competencies and BNE rules/regulations.	Y / N / P
	Supervises assigned/delegated work to include intervening to reset priorities, redirecting nursing staff to give specific bedside care, correcting substandard performance and praising/appreciating quality performance of bedside care by nursing staff.	Y / N / P
	Conducts nursing team meetings to share appropriate patient information, prioritize care and distribute work based on patient and staff needs.	Y / N / P
	Prioritizes and re-prioritizes care of the team assignment, including ability to identify appropriate and potentially creative ways to distribute and coordinate care delivery	Y / N / P
	Consistently communicates and collaborates with team members, charge nurses and members of the multidisciplinary team to provide consistent, continuous care planning and care management.	Y / N / P
	Establishes a trusting relationship with primary admitting physicians for the unit	Y / N / P
	Establishes a trusting relationship with members of nursing team.	Y / N / P
	Identifies and follow the process of Chain of Command per SETON Administrative Policy # 9000.16 when encountering clinical issues of concern: a. <i>The physician is not available in the needed time frame, or</i> b. <i>The nurse and physician have conflicting approaches to the issue that they cannot resolve.</i>	Y / N / P
	Demonstrates effective conflict resolution skills	Y / N / P
<b>Mentoring</b>		
	Models critical thinking and communication skills to less experienced team members	Y / N / P
	Guides less experienced nurses and CAs through new experiences/ procedures, optimizing their experience and validating their need for support	Y / N / P
	Consistently models Sensitivity, Accountability, Respect and Teamwork	Y / N / P
	Serves as a resource and positive proactive behavioral leader for the department	Y / N / P
<b>Experience</b>		
	Has successfully completed departmental orientation	Y / N / P
	Has successfully completed RN II Competencies	Y / N / P
	Has completed approximately 1 year clinical experience in this or related specialty	Y / N / P
	Has consistently demonstrated above competencies over time	Y / N / P
	Has successfully worked in RN Care Manager role at least 3 times	Y / N / P
	Has successfully worked in RN Care Provider role at least 3 times	Y / N / P
	Has successfully distributed work within the PCT at least 3 different ways	Y / N / P