



Standards of Practice & Scope of Practice for Nursing Associates



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SECTION 1: STANDARDS OF PRACTICE

The Bermuda Nursing Council *Standards of Practice for Nursing Associates* provide guidelines for practice. According to the *Nursing Act 1997, Amendment Act 2010* and *Nursing Rules 2010* the council has the authority to develop Standards of Practice.

The *Standards* set out minimum expectations, and the level of performance by which actual practice can be measured. The *Standards* also intend to let the public know what they can expect from Nursing Associates (NA). The NA, through professional education and training has acquired skills, knowledge and a high standard of professionalism that is representative of the nursing profession. The NA is capable of working alone in the private or rest home setting, or within the health care provider team under the supervision of a nurse or physician. The NA is responsible for ensuring that he/she understands the *Standards*, applies them to his/her practice and is accountable for his/her actions.

Nursing Associates includes certified Nursing Assistant, Certified Geriatric Aide & Nursing Orderlies prior to 2010 (“grandfathered”) and anyone who has successfully undertaken a Health Care Course approved by Bermuda Nursing Council.

In accordance with the Nursing Act 1997, Nursing Associates must maintain their registration with the Nursing Council ending December 31 on even years.

1.1 Professionalism

- Respect the patient/client as an individual, his/her rights, dignity, cultural values, beliefs, ethnicity, as well as their family members, partners, other members of their social and/or professional network, colleagues and other health care professionals.
- Respect the rights of the patient/client to participate and have input in their care. This includes identifying their preferences regarding care and respecting them within the limits of professional practice, legislation, resources, and the goals of the therapeutic relationship.
- Acknowledge the changing nature of families recognizing that families may be constituted in a variety of ways.
- Practice safe, competent, and ethical care in accordance with these standards and the *Nursing Associates Scope of Practice*.
- Promote and protect the interest and dignity of the patient/client irrespective of gender, race, age, ability, sexual orientation, economic status, lifestyle, culture, and religious or political beliefs.
- Uphold the reputation of the nursing profession by being open and honest during your interactions with patients/clients.
- Seek constructive feedback regarding practice and conduct a self-evaluation of your practice on a regular basis.
- Conduct self professionally and in a manner that is consistent with these standards.

1.2 Patient/Client Care

- Provide and promote a high standard of patient/client care with integrity, compassion, and dignity, irrespective of one's own attitude about race, culture, ethnicity, values, political or societal beliefs, sexuality, age, lifestyle, spirituality, and health status.
- Deliver care in a manner that supports patient/client's autonomy, well-being, and their right to decide whether or not to undergo any health care intervention. This is dependent upon whether the patient/client has been declared fit to make decisions by an authorized professional even where a refusal may result in harm or death to them, unless a court of law has ordered to the contrary. Where an authorized professional has declared the patient/client unable to make such decisions, the NA must seek guidance from an authorized health care professional (or their immediate supervisor) or in the case of a child, a parent or guardian, or a person authorized to act on behalf of the patient/client.
- Make certain that the patient/client's welfare and safety is a priority. Always perform skills and procedures that are evidence-based and within the *Nursing Associates Scope of Practice*.
- Maintain timely and accurate records of treatment and care delivery.
- Act to prevent or minimize any circumstance that might compromise professional standards or any observation of questionable, unethical, or unlawful practice.
- Ensure that all information shared with patients/clients concerning their health status is accurate, truthful, and presented in a way that is easily understood, recognizing that some information may not be within your remit to share.
- Ensure that the use of health care products and complementary or alternative therapies is safe and in the best

interest of the patient/client having previously consulted with an authorized health care professional.

1.3 Patient/Client Safety

- Report unethical and/or illegal practices to the appropriate person or authority immediately.
- Identify and report situations that are unsafe or potentially unsafe for the patient/client or healthcare provider to the appropriate person or authority immediately.
- Advocate for the patient/client. This includes helping individuals and groups gain access to health care, registered charities, government agencies and departments, and other support groups which can enhance health and well-being.

1.4 Working Collaboratively with Others

- Maintain respectful, collaborative relationship with colleagues, patient/client, family, employer and other health care professionals in the delivery of care.
- Communicate effectively, share knowledge and expertise with patient/client, family, colleagues, and other health care professionals involved in the delivery of care.
- Act as a mentor to less experienced colleagues.
- Use constructive feedback and conflict resolution skills to facilitate collaboration.
- Acknowledge, be objective, and respect the role and competencies of other health care providers involved in the delivery of care.

1.5 Confidentiality

- Protect the privacy of the patient/client. Treat all information gained during the course of caring for a patient/client as confidential except where a competent patient/client permits referrals to be made, required professional consultation, or release required by law.
- Seek patient/client permission/consent to disclose information to a third party including family, in the interest of clinical decision-making.
- Respect the wishes of the patient/client acknowledging the sensitivity of some of their needs.
- Keep patient/client records secure. Even after death, information may not be shared with any one unless release is required by law.
- Comply with reporting in accordance with the *Child Protection Act 1999* and the *Senior Abuse Register Act 2010* if child or elder abuse is suspected.
- Encourage patient/client to have a discussion with their primary care physician regarding advanced directives.
- Provide appropriate palliative care.
- Assist patient/client, family members and partners to deal with end-of-life care and the reality of death.

1.6 Accountability

- Assume responsibility for his/her professional conduct.
- Perform skills and procedures within his/her knowledge base, training and competency.
- Comply with the NA scope of practice as established by the Bermuda Nursing Council.
- Maintain competence through lifelong learning by participating in continuing education activities and acquiring new skills and care techniques.
- Complete accurate and honest application forms for initial and continuous listing with the Bermuda Nursing Council.
- Inform supervisor/employer, and/or patient/client of their scope of practice and level of skill and training as required.
- Assume responsibility of meeting patient/client's communication needs to ensure that information is shared and a therapeutic relationship is maintained.
- Report significant changes in patient/client's health condition to the supervising nurse or physician.

1.7 Maintaining Fitness to Practice

- Maintain fitness to practice, avoid substance misuse and seek rehabilitation for chemical dependency when necessary.
- Practice in a safe and competent manner that is not compromised by personal health limitations, including the use of alcohol and/or other substances that may alter his/her capacity to practice in a safe and competent manner.
- Consider the benefits of immunization against common serious communicable diseases where vaccines are available. Consult a qualified physician without delay if a serious communicable disease is diagnosed or suspected.
- Strive to maintain a healthy work life balance and encourage colleagues to do the same.
- Follow reporting guidelines regarding fitness to practice and impaired colleagues as described in the *Administrative Manual of the Bermuda Nursing Council* and *Section C of the Nursing Act 1997, Amended 2010*.

1.8 Public Health

- It is mandatory to report Child Abuse or Neglect and Senior Abuse or Neglect to the responsible authorities, that is, Director of Child and Family Services, and Director of Aging and Disability, respectively. Become familiar with the *Senior Abuse Register Act, 2010*, and the *Human Rights Amendment Act, 2013*.
- Familiarize self with the principles of public health and the reporting of communicable diseases to the Department of Health.

1.9 Financial and Commercial Dealings

- Explain fees to patient/client prior to engaging in care. Fees must be fair and reasonable proportionate to the nature of services intended to provide.
- Declare any financial or commercial interest that he/she or family members may have in a product or service that may be used in the care of the patient/client.
- Avoid real or potential conflict of interest with regard to health care products and services. Ensure that recommended products are based on adequate knowledge.
- Discourage patient/client to give, loan, or bequeath money or gifts that may benefit him/her directly or indirectly.

1.10 Professional Boundaries

- Maintain professional boundaries in the relationship with the patient/client, ensuring to focus exclusively on all aspects of care.
- Prevent the pursuit of a sexual or other inappropriate relationship with a patient/client.

1.11 Complaints Handling/Seeking information

- Follow protocol of complaints handling as described in Section C of the *Nursing Act 1997, Amendment 2010 & Nursing Rules 2010* which includes the process and to whom complaints should be made.
- Familiarize self with the *Public Access to Information (PATI) Act 2010* which informs the public of their right to obtain information about public authorities.
- Acknowledge that the patient/client has the right to complain about care if they are dissatisfied and unable to resolve the issue with their care provider.
- Ensure that a complaint does not adversely affect care.
- When withdrawing service, make certain that the patient/client is informed in a timely manner to avoid the possibility of compromised care.

1.12 Community

- Consider the ethical interests of the nursing profession and its effect on the community when exercising his/her right to freedom of speech, and when participating in public, political and academic debate, including publication.
- Maintain and build on public trust and confidence in the nursing profession.
- Inform the Bermuda Nursing Council within seven days if charged or found guilty of a criminal offence.

1.13 Drug Dependence

- Become familiar with and refer to the *Fitness to Practice Policy* available from the Bermuda Nursing Council, and www.bnc.bm.

SECTION 2: SCOPE OF PRACTICE FOR NURSING ASSOCIATES

2.1. Basic Technical Skills

- The Nursing Associate (NA) demonstrates basic technical skills which facilitate an optimal level of functioning for the patient/client recognizing all forms of patient/client diversity. Competencies include:
 - a. Demonstrates proficiency in cardiopulmonary resuscitation (CPR)
 - b. Takes and records vital signs.
 - c. Measures and records height and weight.
 - d. Measures and records food and fluid intake and output.
 - e. Recognizes and reports abnormal signs and symptoms of common diseases and conditions.
 - f. Makes observations of environment to ensure safety and comfort of patient/client.
 - g. Participates in care planning and reporting.

2.2. Use of Medications

- The NA demonstrates a general knowledge of medications. Competencies include:
 - a. Applies creams/ointments to intact skin.
 - b. Ensures safety of medication storage and disposal.
 - c. Refuses to directly administer medications except as stated in a).
- The NA in the private home/residential setting may assist a patient/client to take oral medications that have been preloaded by an authorized health care professional (doctor, nurse or pharmacist) or authorized patient/client's family member.

2.3. Personal Care Skills

- The NA demonstrates personal care skills. Competencies include:
 - a. Assists patient/client with bathing, mouth care, and skin care.
 - b. Assists patient/client with grooming and dressing.
 - c. Provides toileting assistance.
 - d. Assists patient/client with eating and hydration using proper feeding techniques.

2.4. Mental Health and Social Needs

- The NA demonstrates the ability to identify the psychosocial characteristics of patient/clients including those with challenges, mental illness, dementia, Alzheimer's disease and related disorders. Competencies include:
 - a. Identifies adaptations necessary to accommodate the aging process.
 - b. Provides training in, and the opportunity for self-care according to the patient/clients' capabilities.
 - c. Demonstrates skills supporting patient/client's personal choices.
 - d. Identifies ways to use family members as a source of emotional support.

2.5. Basic Restorative Services

- The NA incorporates principles and skills of restorative nursing when providing care. Competencies include:
 - a. Demonstrates knowledge and skill in using assistive devices in ambulation, eating and dressing.
 - b. Demonstrates knowledge and skill in the maintenance of range of motion.
 - c. Demonstrates proper techniques for turning/positioning patient/client in bed and chair.
 - d. Demonstrates proper techniques for transferring patient/client.
 - e. Demonstrates knowledge about methods for meeting the elimination needs of patients/clients.
 - f. Demonstrates knowledge and skill for the care and use of prosthetic devices.

2.6. Patient/Clients' Rights and Promotion of Independence

- The NA demonstrates behaviour which maintains and respects patient/clients' rights and promotes patient/clients' independence regardless of race, age, religion, life-style, sexual orientation, disease, or economic circumstance. Competencies include:
 - a. Provides assistance in getting to and participating in physical and social activities.
 - b. Provides care of patient/client's personal possessions.

2.7. Communication and Interpersonal skills

- The NA uses communication skills effectively. Competencies include:
 - a. Reads, writes, speaks and understands the English language at a level necessary to perform NA duties
 - b. Listens and responds to verbal and nonverbal communication effectively.
 - c. Uses accepted terminology to record and report observations, actions, and pertinent information.
 - d. Demonstrates ability to explain policies and procedures before and during patient/client care.

2.8. Infection Control

- The NA uses procedures and techniques to prevent the spread of microorganisms. Competencies include:
 - a. Uses principles of hand hygiene and demonstrates infection control techniques and universal

precautions.

- b. Explains how disease causing microorganisms are spread; lists ways that HIV and Hepatitis B can spread from one person to another.
- c. Demonstrates knowledge of cleaning agents and methods which destroy microorganisms on surfaces.

2.9. Safety/Emergency Procedures

- The NA demonstrates the ability to identify and implement safety/emergency procedures. Competencies include:
 - a. Provides adequate ventilation, warmth, and light measures.
 - b. Uses measures that promote comfort, rest, and sleep.
 - c. Promotes clean, orderly, and safe environment including equipment for the patient/client.
 - d. Identifies and uses measures for accident prevention.
 - e. Identifies and demonstrates principles of body mechanics.
 - f. Demonstrates proper use of protective devices in patient/client care.
 - g. Demonstrates knowledge of fire, police, and disaster procedures.
 - h. Identifies and demonstrates the principle of food sanitation and storage.
 - i. Demonstrates the proper use and storage of cleaning agents and other potentially hazardous materials.