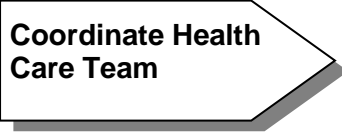
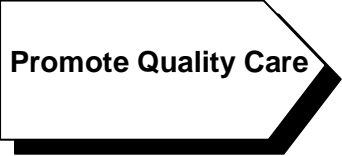



DACUM Competency Profile for Ambulatory Care RN

An Ambulatory Care RN is one who provides a holistic approach through the nursing process in a broad spectrum of patient care settings by coordinating healthcare resources and services to support health outcomes and quality care.

| Duties | | ← Tasks | | | | | | | | |
|----------|---------------------------------------|---|---|---|--|--|---|---|---|--------------------------------------|
| A | Provide Direct Patient Care | A-1 Perform patient assessment in response to patient's chief complaint(s) | A-2 Develop patient care plan specific to chief complaint(s) | A-3 Implement age and gender appropriate, culturally sensitive patient care plan | A-4 Provide customized care to meet individual needs including interpreters | A-5 Evaluate patient care plan | A-6 Perform nursing procedures as ordered or per protocol and/or standardized procedures | A-7 Delegate procedures to be performed by ancillary staff | A-8 Monitor procedures performed by ancillary staff | A-9 Provide emergency care |
| | | A-10 Perform health screenings | A-11 Document direct care provided and patient response | | | | | | | |
| B | Triage Ambulatory Patients | B-1 Interview patient to determine chief complaint(s) | B-2 Assess patient's acuity | B-3 Utilize established protocols for telephone triage patients | B-4 Utilize established triage protocols for walk-in patients | B-5 Utilize established triage protocols for electronic messaging | B-6 Refer patient to appropriate level of care (emergent, urgent, self-care) | B-7 Provide healthcare information and community resources | B-8 Document patient interaction and disposition | |
| C | Coordinate Patient Health Care | C-1 Establish patient eligibility | C-2 Obtain patient data | C-3 Analyze patient data | C-4 Facilitate patient referral(s) to specialty or supportive services | C-5 Advocate for patient | C-6 Confirm continuity of patient care | C-7 Coordinate patient-centered conference | C-8 Address ethical conflicts between patient, family, and staff | C-9 Document coordination of care |

| | | | | | | | | | | |
|----------|---|--|--|--|--|--|---|--|---|---|
| D | Facilitate Patient/Caregiver Education | D-1 Assess readiness to learn | D-2 Develop age and gender-appropriate, culturally-sensitive patient education plan | D-3 Implement patient education plan | D-4 Coordinate distribution of patient education materials | D-5 Verify understanding of patient education plan | D-6 Promote health maintenance strategies | D-7 Document education provided and patient response | | |
| E | Facilitate Staff Education | E-1 Assess staff competencies | E-2 Provide training based on needs assessment | E-3 Orient new staff | E-4 Educate regarding scope of practice for all disciplines (e.g., RN, LVN, MA, tech) | E-5 Train staff to operate new equipment | E-6 Conduct annual competency training and remediation | E-7 Update staff on new technologies and processes such as EMR/EHR interfaces | E-8 Educate regarding cultural, gender, age-appropriate care, abuse reporting, emergency preparedness, infection control | E-9 Update regarding governing body regulations (e.g., DHS, HIPAA, The Joint Commission) |
| | | E-10 Cross-train staff to new positions, duties, or patient populations | E-11 Develop staff teaching skills to provide clinical education | E-12 Teach process for eligibility determination for program services | E-13 Reinforce documentation requirements and adherence to policies and procedures | E-14 Mentor staff to provide optimal patient care experience | | | | |
| F | Coordinate Clinic Operations | F-1 Assess daily staffing needs | F-2 Utilize staff within scope of practice | F-3 Manage patient flow systems | F-4 Meet daily clinical provider needs | F-5 Participate in development and implementation of protocols for information flow | F-6 Review patient medical record for completeness | F-7 Implement clinical standard operating procedures | F-8 Verify reimbursement for clinic visit | F-9 Review cost-effectiveness of clinic operations |
| | | F-10 Reinforce adherence to scope of practice | F-11 Promote environmental health and safety of patients and staff | F-12 Implement disaster preparedness program | F-13 Coordinate research projects | F-14 Oversee equipment acquisition and maintenance | F-15 Maintain inventory of medications and supplies | F-16 Evaluate need for standardized procedures to optimize the RN role | | |

| | | | | | | | | | | |
|----------|---|--|--|--|--|--|--|--|---|---|
| G |  | G-1 Participate in recruitment and hiring process | G-2 Direct clinical staff activities | G-3 Facilitate team building activities | G-4 Facilitate conflict resolution | G-5 Foster inter- and intra- department communication | G-6 Coordinate team conferences | G-7 Contribute to employee performance evaluations | G-8 Advocate for team and individual rewards and recognition | G-9 Participate in staff retention activities |
| H |  | H-1 Verify individual privacy and confidentiality | H-2 Complete mandatory reporting | H-3 Participate in documentation audits | H-4 Participate in writing policies and procedures | H-5 Verify compliance with policies and procedures | H-6 Participate in review of adverse outcomes | H-7 Report risk management issues | H-8 Participate in performance improvement activities | H-9 Participate in clinical research oversight |
| | | H-10 Conduct customer satisfaction surveys | H-11 Promote customer service improvement recommendations | | | | | | | |
| I |  | I-1 Maintain professional licenses and certifications | I-2 Obtain updated information related to new technologies and advances in healthcare | I-3 Participate in annual skills competency testing | I-4 Adhere to nursing and organization's code of ethics | I-5 Precept staff/students | I-6 Maintain membership in professional organizations | I-7 Participate in organization's/ community projects | I-8 Incorporate evidence based nursing into practice | I-9 Serve on professional committees |

DACUM Competency Profile for

Ambulatory Care RN

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DACUM Chart for Ambulatory Care RN

General Knowledge and Skills:

- Ability to work with diverse populations (patients and staff)
- Basic Computer Skills
- Basic Typing Skills
- Chart Audits
- Communication Skills
- Community Resources
- Conflict Resolution
- Critical Thinking Skills
- Customer Service
- Decision Making
- Delegation
- Emergency Response (Code Training)
- Evidence-Based Practice Knowledge
- Financial and Budgeting
- Governing Body Regulations
- HIPAA Regulations
- Labor/Management Partnership
- Mandated Reporting
- New Equipment
- New Medicine
- Nursing Process
- Organizational Skills
- Problem Solving
- Risk Management
- SBAR Communication
- Scope of Practice
- Specialty Clinical Nursing Skills
- Stress Management
- Teaching through interpreter
- Tele Nursing Template Skills
 - Assessment
 - History Taking
 - Legal Issues
 - Documentation/ Protocols
 - Dealing with Difficult Caller
- Telephone and e-mail etiquette
- Time Management
- Triage
 - ICD- 9/10 codes
 - CPT Codes

Future Trends and Concerns

- ↑ Litigious patients
- Bio-Terrorism
- Changes with insurance- coverage
- Child abuse
- Concern- Professional practice given to less qualified staff
- Elder abuse
- Evidence Based Practice
- Health Care Reform
- HIPAA
- Inappropriate use of staff (unlicensed vs/ licensed performing duties out of scope)
- Increase RN responsibility
- Increased Availability/New Medications
- Increased Computer Skill Level
- Increased Disease Incidence (TB, HIV, etc.)
- Increased need for patient education
- Interfacing EHR
- Keeping nursing processes with EHR
- Lack of Funding/Reimbursement
- Lack of Health Care Interpreters
- Less qualified staff
- More patients
- ↓ reimbursement
- Patient-Centered Medical Home (PCMH)
- Population Based Medicine
- Recovery period (early hospital discharge)
- Sicker Patients
- Standardized Procedures
- State of California Changes (esp. for elderly populations and low income families)
- Working Poor/Underinsured

DACUM Chart for Ambulatory Care RN

Tools, Equipment, Supplies and Materials

- Audiometer
- Blood glucometer
- Blood Pressure Equipment
- Cast Application and Removal Equipment
- Catheter
- Cautery Equipment
- Central Vascular device: implanted IV access
- Colonoscopy Equipment
- Computer
 - Microsoft Word
 - Email
 - Patient Scheduling
 - Electronic Reports
 - Intranet
- Computer screen protector
- Copy Machine
- CPAP/BIPAP
- Crash Cart/Defibrillator/AED
- Doppler
- Dressing/Wound Materials
- Educational Handouts
- Educational Models/Posters
- EKG Equipment
- Electrolyte analyzer
- Fax Machine
- Fecal Occult Blood Test
- Folders/File Cabinets
- Foot Sensory Filament
- Gel wrist pads
- Gloves
- Glucometer
- Gowns/Chucks/Linens/Masks
- Gurneys
- Headset- Telephone
- Hemoglobin (Hgb)
- Hemoglobin Machine
- Implantable cardiovertor defibrillation
- Implantable vascular devices (Port-a-cath Groshong/Hickman- Broviac)
- INR Machine
- Lifts
- Lifts
- Light system
- Loop Electrosurgical Excision Procedure (LEEP) Equipment
- Material Safety Data Sheets (MSDS)
- Measuring Tape
- Medication Administration
- Multi-phone lines
- Nasogastric Tube

Tools, Equipment, Supplies and Materials (Continued)

- Nebulizers
- Needles
- Non-Stress Test-Stress Test monitor
- Otoscope
- Pacemakers- telephonic equipment
- Pager system
- Pen Light
- Peripheral Vascular Equipment: IV
- Personal Protective Equipment
- PICC lines- Peripherally inserted Central Catheter
- Podiatry Equipment
- Pregnancy test
- Printers
- Procedure Chairs/Tables
- Pulmonary Equipment
- Pulmonary function test
- Pulse Oximeter
- Rapid HIV test
- Rapid strep test
- Reference Manuals/ Policies and Procedures
- Reflex Hammer
- Respiratory peak flow meter
- Reverse Air Flow Rooms
- Safety needles
- Scissors
- Sharps Container
- Sigmoid Equipment
- Sleep apnea monitors
- Slide board
- Slit Lamps
- Spirometer
- Splints/crutches/cane
- Sterile Instruments
- Stethoscope
- Suction, Oxygen
- Surgical Lights
- Suture/Staple Removal
- Syringes
- Telemedicine Equipment
- Telephone Numbers
- Tracheotomy Equipment
- Tympanogram
- Ultrasound
- Urine analyzer
- Video Equipment/Laser Equipment
- Vision Charts
- Weight Scale
- Wheelchair
- Wheelchair scale

Work Behaviors

- Listening skills
- Accountability
- Anticipatory vision
- Caring
- Change agent
- Community outreach
- Compassionate
- Conscientious
- Disciplined
- Doesn't set limits on self (willing to jump in)
- Emotional intelligence
- Empathy
- Enjoy what they do
- Ethical
- Family centered
- Flexible
- Forward Thinking
- Good communicator at various levels
- Good time management skills
- Hardworking-trying their best
- Holistic approach
- Honest
- Innovative
- Integrity
- Know boundaries
- Knowledgeable
- Leadership
- Marketing/selling services
- Motivated
- Multi-tasker
- Open Partnering with providers/ MD
- Patient
- Patient Centered
- Patient/Staff Advocate
- Positive role model- upbeat
- Proactive, action oriented
- Problem solver
- Productive evaluation
- Professional
- Reliability
- Respectful
- Self-motivated
- Sense Of Humor

Work Behaviors continued

- Staff motivator
- Take Responsibility for Actions
- Teacher
- Team player
- Trustworthy
- Visionary
- Wanting and doing more than is expected
- Willing to Learn
- Willing to Teach
- Work Ethic

Acronyms

- AED- Automatic External Defibrillator
- BiPAP- Biphasec Positive Airways Pressure
- CAIR- California Immunization Registry
- CHDP- Child Health and Disability Prevention
- COI-Certificate of Insurance
- CPAP- Continuous Positive Airway Pressure
- CPT codes-Current Procedural Terminology
- DHS- Department of Health Services
- DPH- Department of Public Health
- EHR- Electronic Health Record
- EMR- Electronic Medical Record
- FAM PACT-Family Planning Access to Care and Treatment
- HIPAA- Health Information Portability and Accountability Act
- HIT- Health Information Technology
- HIV- Human Immunodeficiency Virus
- HMO- Health Maintenance Organization
- ICD-International Statistical Classification of Diseases
- INR- International Normalized Ratio
- IPA- Independent Practice Association
- LEEP- Loop Electrosurgical Excision Procedure
- LVN- Licensed Vocational Nurse
- MA- Medical Assistant
- Medi-cal- Medicaid program in California
- MSDS- Material Safety Data Sheets
- PCMH- Patient Centered Medical Home
- PCP- Primary Care Provider
- PICC- Peripherally Inserted Central Catheter
- POCT- Point of Care
- PPO- Preferred Provider Option
- RN- Registered Nurse
- SBAR-Situation-Background-Assessment-Recommendation
- VFC- Vaccine For Children