

D: Communication and Interpersonal Skills

Major Competency Area: **D**
Communication and Interpersonal Skills

Priority: **One**

Competency: **D-1**
Effective Communication

Date: September 1, 2005

A Licensed Practical Nurse will:

- D-1-1 Demonstrate ability to identify and apply appropriate communication techniques.**
- D-1-2 Demonstrate ability to use alternative communication techniques to create a therapeutic relationship in situations such as:**
- cultural / religious barriers
 - hearing loss
 - language barriers
 - mental impairment
 - physical impairment
 - speech and language impairment.
- D-1-3 Demonstrate knowledge and ability to assess and manage clients in states of disorientation, confusion, dementia, mental illness, or impairment.**
- D-1-4 Demonstrate knowledge and ability to provide therapeutic techniques such as:**
- reality orientation
 - validation therapy
 - reminiscence therapy.
- D-1-5 Demonstrate knowledge and ability to document using behavioral description, the client's communication pattern, therapies used, and outcomes.**

Major Competency Area: **D**
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Priority: **One**

Competency: **D-2**
Therapeutic Nurse - Client Relationship

Date: September 1, 2005

A Licensed Practical Nurse will:

- D-2-1 Demonstrate ability to maintain the nurse-client relationship on a professional level.**
- D-2-2 Demonstrate knowledge and ability to establish effective therapeutic nurse - client relationships for the purpose of:**
- assessment
 - data collection
 - building rapport
 - client teaching
 - client expression of needs
 - promoting optimal wellness.
- D-2-3 Demonstrate ability to use appropriate communication techniques to initiate, maintain, and close the nurse - client relationship.**
- D-2-4 Demonstrate behaviors which facilitate the effective therapeutic relationship such as:**
- caring
 - confidentiality
 - empathy
 - empowerment
 - mutuality
 - respect
 - touch
 - trust.

A Licensed Practical Nurse will:

D-2-5 Demonstrate ability to identify and assess barriers to an effective therapeutic relationship such as:

- abuse
- attitudes
- culture
- environment
- personal space
- time.

D-2-6 Demonstrate effective use of skills and techniques to promote a therapeutic relationship and interaction with clients and families such as:

- acknowledging
- clarifying
- focusing
- giving information
- listening
- open ended questioning
- paraphrasing
- perception checking
- reality orientation
- reflecting
- responding to client
- summarizing.

D-2-7 Demonstrate knowledge and ability to identify the effects of communication techniques which inhibit the interaction or the relationship such as:

- advice giving
- challenging
- defensiveness
- making judgments
- probing
- rejecting
- stereotyping
- testing.

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Competency: **D-3**
**Functioning as an Effective
Team Member**

Date: September 1, 2005

A Licensed Practical Nurse will:

- D-3-1 Demonstrate knowledge and ability to use communication and interpersonal relationship skills.**
- D-3-2 Demonstrate knowledge to describe the roles of a team member in forming and maintaining an effective team relationship.**
- D-3-3 Demonstrate respect for the knowledge, skill, ideas, opinions, and expertise of all members of the health team.**
- D-3-4 Demonstrate ability to promote group cohesiveness by contributing the purposes and goals of the team.**
- D-3-5 Demonstrate ability to actively participate in team activities to plan, implement, and evaluate client care.**
- D-3-6 Demonstrate ability to articulate and promote the role of the LPN.**
- D-3-7 Demonstrate ability to follow proper channels of communication within the agency.**
- D-3-8 Demonstrate ability to provide / receive constructive feedback and recognition to / from fellow team members.**

Major Competency Area: **D**
Communication and Interpersonal Skills

Priority: **Two**

Competency: **D-4**
Client and Family Teaching

Date: September 1, 2005

A Licensed Practical Nurse will:

- D-4-1 Demonstrate basic knowledge of teaching and learning principles and techniques.**
- D-4-2 Demonstrate the knowledge and ability to recognize the importance of common factors influencing learning.**
- D-4-3 Demonstrate ability to assess common barriers to the teaching and learning process and adjust teaching accordingly:**
- age
 - culture
 - economics
 - education
 - emotions
 - environment
 - gender
 - language
 - lifestyle
 - physiologic events
 - religion
 - stress.

A Licensed Practical Nurse will:

D-4-4 Demonstrate ability to apply common guidelines in providing client and family teaching such as:

- assess current knowledge level
- consider special needs of clients
- establish a positive learning environment
- pace learning to achieve optimum effect
- provide for active participation of client
- select appropriate time for learning
- use appropriate teaching methods to meet client's learning needs
- use audiovisual aids
- use language appropriate to client's level of understanding.

D-4-5 Demonstrate ability to adjust teaching plan and delivery to meet needs of clients with special needs such as:

- clients of various age groups
- clients with impaired vision
- clients unable to read
- clients with short attention spans
- clients unable to speak
- cognitively impaired
- physically impaired
- mentally impaired
- cultural needs.

D-4-6 Demonstrate ability to evaluate the effectiveness of teaching and learning through appropriate responses, demonstration of skill, or change in behaviour.

D-4-7 Demonstrate ability to document the teaching plan, its delivery, and outcomes of the teaching and learning process.

Major Competency Area: **D**
Communication and Interpersonal Skills

Priority: **One**

Competency: **D-5**
**Legal Protocols, Documenting
and Reporting**

Date: September 1, 2005

A Licensed Practical Nurse will:

- D-5-1 Demonstrate ability to apply critical thinking and clinical judgment when documenting and reporting all areas of care and intervention.**
- D-5-2 Demonstrate ability to apply legal protocols throughout practice.**
- D-5-3 Demonstrate understanding of accountability and responsibility to ensure accurate and concise documenting and reporting.**
- D-5-4 Demonstrate understanding of the legalities and agency policy regarding documenting and reporting.**
- D-5-5 Demonstrate knowledge and ability to document and report client care following agency channels of communication.**
- D-5-6 Demonstrate knowledge of the purpose and proper use of various documentation tools and techniques such as:**
- assignment sheet
 - audit
 - change of shift report
 - chart
 - checklist
 - electronic records
 - flow sheet
 - incident reports
 - interdisciplinary progress notes
 - narrative notes
 - nurse's notes
 - nursing care plan
 - various interdisciplinary reports.

Competency: **D-5**

**Legal Protocols, Documenting
and Reporting**

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A Licensed Practical Nurse will:

- D-5-7 Demonstrate ability to follow appropriate documentation procedures to ensure accurate, complete, and quality documentation for purposes of:**
- accreditation
 - audit
 - communication of information regarding client and care
 - education
 - legal record of care
 - planning client care
 - quality assurance monitoring
 - research
 - risk management
 - statistics.
- D-5-8 Demonstrate knowledge and ability to document promptly and regularly by using appropriate:**
- medical terminology
 - approved abbreviations
 - metric system
 - 24 hour clock
 - subjective and objective data.
- D-5-9 Demonstrate ability to follow agency policy and procedure and universally accepted guidelines for documenting and reporting client information.**
- D-5-10 Demonstrate ability to provide pertinent client information to the nursing team to ensure continuity of care.**
- D-5-11 Demonstrate the knowledge and ability to adhere to the various Legislation affecting the documentation, reporting, and sharing of client information such as:**
- Protection for Persons in Care Act (PPCA)
 - Personal Information Protection Act (PIPA)
 - Freedom of Information and Protection of Privacy Act (FOIP).
- D-5-12 Demonstrate knowledge of legal protocol regarding specific areas such as:**
- personal directives
 - guardianship / power of attorney
 - trusteeship.

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Competency: **D-6**
Accept, Transcribe and Initiate Orders

Date: September 1, 2005

A Licensed Practical Nurse will:

D-6-1 Demonstrate knowledge and ability to accept, transcribe, and initiate an order from an authorized health professional as appropriate:

- transcribe order:
 - written order
 - verbal order
 - phone order
 - electronic order
- ensure accuracy and completeness of transcription
- communicate with health professional as necessary
- take appropriate action
- consult with other health professionals as required
- adhere to agency policy and procedures.

Major Competency Area: **D**
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Priority: **Two**

Competency: **D-7**
Conflict Management

Date: September 1, 2005

A Licensed Practical Nurse will:

- D-7-1 Demonstrate knowledge and ability to identify the signs and symptoms of common conflict situations in the health setting such as:**
- frustration
 - anger
 - confusion
 - emotional outbursts.
- D-7-2 Demonstrate knowledge and ability to recognize the common sources of conflict such as:**
- beliefs, values, and biases
 - individual differences
 - expectations
 - professional roles and beliefs
 - financial concerns.
- D-7-3 Demonstrate ability to intervene immediately in those conflicts that have a direct effect on client care.**
- D-7-4 Demonstrate knowledge and ability to report and document conflict to the appropriate professional.**
- D-7-5 Demonstrate ability to manage the conflict by using effective communication techniques to:**
- include all involved in conflict
 - separate fact from fiction
 - seek suggestions and ideas for resolution
 - select agreed upon solution
 - establish measures of success.

Major Competency Area: **D**
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Priority: **One**

Competency: **D-8**
Time Management

Date: September 1, 2005

A Licensed Practical Nurse will:

- D-8-1 Demonstrate knowledge and ability to manage time and to organize client care effectively.**
- D-8-2 Demonstrate knowledge and ability to be able to rank the priority of client needs according to:**
- Emergent – immediate threat to survival or safety
 - Urgent – actual problems requiring immediate help
 - Potential – actual or potential problems unrecognized by client or family
 - Anticipated – anticipated problems for future.
- D-8-3 Demonstrate ability to prioritize the nursing assessment and interventions required to meet the identified priority needs.**
- D-8-4 Demonstrate knowledge and ability to complete nursing assessments and nursing interventions on clients with highest priority needs first.**
- D-8-5 Demonstrate ability to seek guidance and assistance if unable to provide care required in order of priority or in reasonable time.**
- D-8-6 Demonstrate flexibility, creativity, and adaptability in meeting the unexpected demands of the health setting.**
- D-8-7 Demonstrate knowledge and ability to ensure documentation on all priority areas is completed in a timely manner.**
- D-8-8 Demonstrate knowledge and ability to report findings and outcomes of priority needs on an ongoing basis.**