

NURSE MANAGER COMPETENCY CHECKLIST

RISK/QUALITY MANAGEMENT AND RESIDENT SAFETY

RISK MANAGEMENT/QUALITY/SAFETY

Reviews and understands the following facility policies/plans:

- Incident/Event Reporting
- Incident Investigation
- Serious Event Reporting (Internal and External)
- Abuse and Neglect Reporting (Internal and External) and Investigation
- Risk Management Plan
- Safety Plan
- Department Policies and Procedures
- Quality Assurance/Performance Improvement Plan (QA/PI)
- Complaint and Grievance Response and Reporting
- Building Security Protocols
- Emergency Response Protocols/Plans
- Infection Prevention and Control Plans and Policies
- Pandemic Response Plans

COMPETENCY-BASED TRAINING

Reviews, understands, and facilitates competency-based staff training on the following policies:

- Dementia and Alzheimer's Care
- Behavior Support and Management
- AED Use (May be Completed During CPR Training)
- High-Risk Clinical Presentation Recognition and Response – (e.g., cardiac, respiratory, diabetic, neurological)
- Nutrition and Hydration
- Infection Prevention (e.g., Handwashing, PPE, Isolation Protocols, Cleaning and Disinfecting Protocols)
- Fall Management
- Skin-Injury Management
- Safe Patient Handling (Use of Mechanical Lifts and Resident Transfers)
- Special Procedures Based on Care Provided (e.g., Trach Care, Wound Care, TPN, IV Fluids)
- Elopement Protocols (at least semi-annual elopement drills are recommended)
- Confidentiality and HIPAA
- Clinical Care Documentation
- Person-Centered Care Plans
- Medication Safety
- Depression Recognition
- Suicide Risk Assessment
- Identification of Sepsis
- Change in Condition (identification and response)
- Teamwork and Communication

IDENTIFIES PRIORITIES FOR SAFE CARE DELIVERY

- Understands Core Competencies for Each Clinical Position
- Maintains a Working Knowledge of Regulatory Requirements for Clinical Care Delivery (e.g., Licensure and Regulatory Requirements)
- Maintains a Working Knowledge of State Laws Pertinent to Clinical Care Delivery (e.g., Elder Abuse and Neglect, Communicable Disease Reporting, Coroner Cases, Advance Directives)
- Understands the Roles and Responsibilities of the Medical Director

- Understands Contractual Responsibilities of Contracted Service Providers and Provides Feedback to the Administrator Regarding Performance (e.g., Wound Nurse or Physician, Physical Therapy, Mobile Lab)
- Performs/Leads/Participates in a Root Cause Analysis After A Serious Safety Event
- Understands Key Elements of MDS Reporting
- Understands and Provides Oversight for Required Elements for the Infection Prevention and Control Program

KNOWS THE JOB RESPONSIBILITIES OF TEAM MEMBERS AND MAKES ASSIGNMENTS BASED ON SKILL/COMPETENCIES

- Provides Appropriate/Thoughtful Delegation (Based on Competencies, Skills and Workload Capacity)
- Mentors and Supports New Staff, Students, Agency Staff, and Current Staff Learning or Improving Skills
- Provides Concurrent and Actionable Staff Feedback on Performance; Maintains Complete and Current Documentation
- Maintains Situational Awareness and Reassigns/Supports Charge Nurse Workload Redistribution as Necessary
- Facilitates Completion of Department-Specific Orientation Checklists and Competency-Based Checklists
- Concurrently Manages Nursing Staffing Based on Resident Acuity
- Maintains a Fair and Accountable Culture
- Promotes a Culture of Safety and Proactive Near Miss Reporting
- Actively Addresses Behaviors That Undermine a Culture of Safety
- Supports Staff Development

QUALITY OF CARE AND INCIDENT/EVENT REPORTING

- Observes, Provides Guidance and Addresses Quality of Care Concerns (e.g., Hand Washing, Resident Care, Medication Administration)
- Completes Quality Audits (e.g., Documentation, Environmental Audits)
- Understand Systems and Processes Involved in Clinical Care Delivery (e.g., Systems and Processes Involved in Medication Administration)
- Oversees the Incident Reporting Process and Tracking and Trending of Reported Nursing Events (Maintains a Monthly DON Report of Incidents and Safety Events).
- Actively Participates in the Facility's Quality Assurance and Performance Improvement Committee and Performance Improvement Teams (PIPs)
- Oversees/Completes the Incident Investigation
- Completes Internal and External Reporting

COMMUNICATION

- Maintains an Open-Door Policy for Residents, Family Members and Staff (Connection, Compliments, Comments, Concerns)
- Accurately Communicates and Facilitates Communication of Current Resident Safety Status (e.g., fall risk, skin safety risk, wandering and elopement risk, behavioral risk); Clinical Risk (e.g., cardiac, respiratory,

nutrition/hydration, ambulation) and Emotional/Social Status through Stand-Up Meetings, and other Interdisciplinary Meetings.

- Effectively Manages Conflict and Supports Collaborate Interactions with Other Departments, Managers, Supervisors and Staff
- Promotes Communication of Resident Status in a Structured Manner (e.g., SBAR – Situation, Background, Assessment and Response)
- Serves as a Role Model for Teamwork

DEPARTMENT OPERATIONS

- Collaborates with Human Resources on Staff Hiring, Employee Engagement and Employee Retention
- Coordinates Staffing Contracts with Outside Staffing Agencies as Needed
- Coaches and Mentors Unit Managers and Charge Nurses
- Oversees Unit Supplies Including Adequate Personal Protective Equipment
- Reviews Clinical Policies and Procedures on a Regularly Scheduled Basis (At Least Every Two Years), Updating to Reflect Current Licensure and Regulatory Requirements and Facility Practice
- Participates in Updating the Facility Assessment Annually
- Reviews the Annual Infection Prevention and Control Risk Assessment
- Conducts Walking Rounds on a Regularly Scheduled Basis (e.g., daily) Observing for Clinical and Operational Safety Issues
- Serves as the Facility Liaison with Designated Vendors and Outside Service Providers (e.g., Home Health, Hospice)
- Maintains a Collaborative Relationship with the Medical Director Including Performance Improvement Initiatives

Reference Sources –

- Ohio Nurses Association. The Role of the Registered Nurse as Charge Nurse. <http://ohnurses.org/role-registered-nurse-charge-nurse> [Accessed August 20, 2023]
- Institute for Healthcare Improvement. SBAR Tool: Situation-Background-Assessment-Recommendation. [SBAR Tool: Situation-Background-Assessment-Recommendation | IHI - Institute for Healthcare Improvement](#) [Accessed August 20, 2023]

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