

# Continuing Competence Program

# CCP learning in action



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## CONTINUING COMPETENCE PROGRAM

### Introduction

Through the *Nurses Act*, the Nurses Association of New Brunswick (NANB) has the legislated mandate to regulate nursing practice in New Brunswick and is therefore responsible for promoting safe, competent and ethical care by registered nurses and nurse practitioners throughout their careers. The *NANB Standards of Practice for Registered Nurses*, *Standards of Practice for Primary Health Care Nurse Practitioners* and the *Code of Ethics for Registered Nurses* hold each nurse<sup>1</sup> responsible for maintaining and continually acquiring competence.

An important responsibility of regulatory bodies is to assure competence on initial and ongoing registration. The NANB Continuing Competence Program (CCP) requires all New Brunswick registered nurses and nurse practitioners to demonstrate on an annual basis how they have maintained their competence and enhanced their practice.

The NANB Continuing Competence Program was first implemented in 2008 and is based on the following principles:

- continuing competence is a necessary component of practice and the public interest is best served when nurses enhance their knowledge, skill and judgement on an ongoing basis; and
- reflective practice, or the process of continually assessing one's practice to identify learning needs and opportunities for growth, is the key to continuing competence.

The NANB *Standards of Practice for Registered Nurses* and *the Standards of Practice for Primary Health Care Nurse Practitioners* provide the framework for the Continuing Competence Program by reflecting the values and priorities of the profession and the continuous improvement of practice.

### Overview of CCP Process

Registered nurses and nurse practitioners practise in a variety of settings in clinical, administrative, education and research roles. The context of nursing practice changes in response to scientific advancement, evolving technologies and available resources making it essential for registered nurses and nurse practitioners to continue to acquire knowledge and develop competence throughout their careers.

The Continuing Competence Program requires registered nurses and nurse practitioners to reflect on their nursing practice through self-assessment, the development and implementation of a learning plan, and the evaluation of the impact of the learning activities on nursing practice. It is an approach through which each registered nurse and nurse practitioner reflects in a formalized manner on their practice at least once annually.

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<sup>1</sup> For this document, the term nurse includes registered nurses and nurse practitioners.

Reflecting on their practice is not a new process for nurses. Nurses have always analyzed and learned from their experiences. Reflecting on their practice helps nurses plan professional learning that is relevant to their nursing practice. A continuing competence program formalizes what nurses already do and provides a framework as they reflect on their practice experiences, seek advice and peer feedback, assess their learning needs and fill knowledge gaps through consultation with colleagues, current literature and education.

A continuing competence provision that has been in place since 1984 is the requirement to have practised a minimum number of hours within a specified period of time. Registered nurses must meet the hours of practice requirement of 1125 hours within the previous 5 years to be eligible for registration. The hours of practice requirement for nurse practitioners is 600 hours in the previous two years. At the time of registration renewal, nurses document their hours of practice for the previous year on the registration renewal form.

### **Three Steps to Meeting CCP Requirements**

The three-step Continuing Competence Program augments the existing hours of practice requirement.

The three steps of the CCP are:

1. Self-assessment of nursing practice to determine learning needs;
2. Development and implementation of a learning plan to meet the identified learning needs; and
3. Evaluation of the impact of the learning activities on nursing practice.

### **Registration Renewal**

Registered nurses and nurse practitioners must meet the CCP requirements annually in order to renew registration. A question must be answered on the registration renewal form which indicates whether or not they have met the CCP requirements. If the CCP requirements have not been met, a three month period will be granted to meet the requirements. Should the CCP requirements not be met at the end of the three month period, a non-practising membership will be issued until the requirements are met.

Nurses moving to New Brunswick from another province or country, nurses returning to practice after a leave of absence and new graduates will be required to have met the CCP requirements the year following their entry/re-entry to practice by the time they renew their registration. The CCP applies to registered nurses and nurse practitioners in all domains of practice.

## **Monitoring Compliance - Annual Audit**

Compliance with the CCP is monitored through an audit process. Each year 5% of registered nurses and 10% of nurse practitioners are randomly selected to answer a series of questions on an audit questionnaire to illustrate what learning activities they have implemented during the past year, how they relate to their self-assessment, and how the learning activities informed and influenced their professional practice.

Any information provided to NANB is confidential and will only be used for the purpose of determining that the CCP requirements are being met or that remediation is required to assist nurses in meeting the requirements.

Completing the CCP requirements is a continuous process in which learning objectives set in one year may be carried over to the following year. Although nurses are required to document annually how they are meeting the CCP requirements, it is recognized that it is a dynamic process which builds on previous learning plans. For this reason, it is recommended that nurses retain their CCP documentation.

## **THREE-STEP GUIDE TO MEETING CONTINUING COMPETENCE PROGRAM REQUIREMENTS**

**The three steps to meeting the CCP requirements are:**

**1. Self-Assessment:** Assessing your practice to determine your learning needs.

Registered nurses assess their practice based on the NANB *Standards of Practice for Registered Nurses* and nurse practitioners assess their practice based on the NANB *Standards of Practice for Primary Health Care Nurse Practitioners*.

**2. Learning Plan:** Developing and implementing your learning plan.

**3. Evaluation:** Evaluating the impact of your learning activities on your nursing practice.

## **THREE-STEP GUIDE TO MEETING CONTINUING COMPETENCE PROGRAM REQUIREMENTS**

### **Step 1 – Self-Assessment**

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#### *Assessing your practice based on NANB's Standards of Practice for Registered Nurses or the Standards of Practice for Primary Health Care Nurse Practitioners*

Self-assessment is a systematic process of reviewing your nursing practice using the NANB's standards of practice as frameworks. Registered nurses assess their practice based on the NANB *Standards of Practice for Registered Nurses* and nurse practitioners assess their practice based on the NANB *Standards of Practice for Primary Health Care Nurse Practitioners*. Self-assessment is an approach through which you will reflect in a formalized manner on your practice and identify your learning needs on an annual basis.

The standards of practice are statements that describe the level of performance expected of all nurses in their practice, regardless of their role and practice setting. With each standard of practice is a list of corresponding indicators which demonstrate how a standard may be applied. It is expected that all nurses will be able to explain how the indicators apply to their practice. Not all of the standards of practice indicators will apply to all nurses, at all times, in all situations. You may need to identify additional indicators to specifically describe your practice.

You are required to document your self-assessment at least once a year in the period preceding registration renewal. This self-assessment is meant to be an ongoing process throughout the year. You may need to revisit your self-assessment in the event of a change in your practice setting or nursing responsibilities.

## THREE-STEP GUIDE TO MEETING CONTINUING COMPETENCE PROGRAM REQUIREMENTS

### Step 1 – Self-Assessment Continued

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#### Completing the Self-Assessment Worksheet

1. Review the standards of practice and corresponding indicators as outlined in the *Self-Assessment Worksheet*. Consider how each indicator relates to your specific role and practice setting. There is space to write notes as you reflect on each standard.

*Ask yourself - ‘Am I meeting the expectations of this indicator consistently?’*

2. Assess your practice against each standard of practice indicator.

Rate your practice on a scale of 1 to 4 by circling the appropriate number.

*Ask yourself – ‘Which indicator(s) will I focus on?’*

Is there some aspect of this indicator that you would like to focus on? If so, check the box in the last column and continue.

*Ask yourself - ‘Does each standard of practice indicator apply to my practice?’*

3. Once you have identified on the *Self-Assessment Worksheet* which indicator(s) you may not be meeting consistently, prioritize at least one indicator to focus on.

Record the indicators(s) chosen in the first column of the *Learning Plan Worksheet*.

## THREE-STEP GUIDE TO MEETING CONTINUING COMPETENCE PROGRAM REQUIREMENTS

### Step 2 – Learning Plan

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#### *Developing and implementing your learning plan*

Based on your self-assessment and the indicator(s) you have chosen to focus on from Step 1, it is now time to develop your learning plan.

The learning plan allows you to list the standard of practice indicator(s) prioritized in Step 1, to identify learning needs, to set learning objectives, to plan learning activities, and to record target and completion dates.



The learning plan is meant to be flexible and you may need to revise your plan throughout the year. As you implement your learning plan, you may modify learning objectives, add learning activities, or adjust target dates as changes or events arise in your practice setting or nursing responsibilities.

The *Learning Plan Worksheet* is a tool to document your learning plan.

## **THREE-STEP GUIDE TO MEETING CONTINUING COMPETENCE PROGRAM REQUIREMENTS**

### **Step 2 – Learning Plan Continued**

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#### **Completing the Learning Plan Worksheet**

1. Create a learning plan for the **standard of practice indicator(s)** that you prioritized in Step 1 using the *Learning Plan Worksheet*. Write the indicator(s) you selected in the left hand column *Standards of Practice Indicator Number*.
2. Using an action verb, write a learning objective for **each** indicator(s) you have selected.
3. Identify the specific **learning activities** that will help you meet each learning objective. The learning activities must be related to the work you are doing now or plan to do in the near future.
4. Identify **target dates** for each learning activity to help keep you on track.
5. Document the completion of each learning activity. Remember to enter dates of completion as you complete each learning activity.
6. As you implement your plan, you may identify other learning activities that assist you in meeting your established learning objective(s). Record these learning activities on your learning plan.

*Ask yourself - “What am I going to learn?”*

*Ask yourself – “What do I want to be able to do?”*

*Ask yourself – “How am I going to learn?”*

### ***REGISTERED NURSES***

#### ***Learning activities may include:***

- seeking peer feedback;
- reading articles and/or textbooks;
- networking and consulting with experts in your facility or around the province;
- shadowing an expert nurse;
- attending clinical practice rounds, seminars, in-services or workshops;
- watching a video;
- attending or participating in a clinical case presentation;
- enrolling in continuing education courses;
- attending conferences;
- completing CNA certification in your specialty area;
- preceptoring students; and
- mentoring a peer.

### ***NURSE PRACTITIONERS***

#### ***Learning activities may include:***

- seeking peer feedback;
- attending education events, such as conferences, clinical updates or rounds that target clinical treatment, including pharmacotherapy or other aspects relevant to practice (for example, ethics);
- critically reviewing relevant literature, such as reading and critiquing related professional journals at the NP level or participating in a journal club that targets clinical treatment, including prescribing;
- enrolling in accredited or academic programs at the level of nurse practitioner/advanced practice nursing or taking academic credits applicable to the context of practice or scope of the NP's practice;
- teaching, such as providing an educational seminar/presentation or lecture (Acceptable teaching might include participating in a lecture or presentation at a professional conference or preceptoring at the NP level);
- writing for publication, such as writing an article in a journal or a chapter in a text that facilitates the integration of evidence-based knowledge into practice;
- developing and implementing clinical tools; and
- researching, such as undertaking relevant clinical research activities or participating in a clinical research collaborative project that contributes to the understanding and development of evidence-based nursing knowledge.

## THREE-STEP GUIDE TO MEETING CONTINUING COMPETENCE PROGRAM REQUIREMENTS

### Step 2 – Learning Plan Continued

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#### How to Write Learning Objectives

Clear learning objectives can give direction to your learning plan and assist you in selecting learning activities. To get the most out of your learning plan, think carefully about what you want to accomplish.

- Describe each objective in terms of your desired outcome to be demonstrated at the end of this learning.
- Start each learning objective with an action verb that indicates an observable outcome.
- Learning objectives should be:

S – specific;  
M – measurable;  
A – acceptable;  
R – realistic; and  
T – timely with a deadline.

#### Helpful *action verbs*

- |                  |             |                  |                 |
|------------------|-------------|------------------|-----------------|
| • to demonstrate | • to apply  | • to communicate | • to organize   |
| • to develop     | • to create | • to plan        | • to coordinate |
| • to identify    | • to learn  | • to teach       | • to implement  |

- Your learning objective(s) may focus on various outcomes, such as:
  - knowledge;
  - understanding (application of knowledge);
  - higher level thinking skills (critical thinking, problem solving);
  - affective outcomes such as attitudes, feelings and emotions; and
  - performance outcomes (task or behaviour).

## THREE-STEP GUIDE TO MEETING CONTINUING COMPETENCE PROGRAM REQUIREMENTS

### Step 3 – Evaluation

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#### *Evaluating the impact of your learning activities on your nursing practice*

Complete your learning activities and take the time to consider if you have benefited from these activities. It is important to identify what impact your learning objectives and the completion of your learning activities have had on your nursing practice. Document the impact of your learning on the *Evaluation Worksheet*.

As you evaluate your learning, you may identify areas of practice which will form the basis of your CCP requirements for the upcoming year.

*Ask yourself: “Did the learning activities help meet my learning objective(s)?”*

*Ask yourself: “Did my learning activities make a difference to my practice?”*

# Continuing Competence Program

# CCCP

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learning in action

## CCP Worksheets- RN



Name

Practice Year

Role (position)

Practice Setting

**Standards of Practice for Registered Nurses**

**1) Responsibility and Accountability**

*Each nurse is responsible for practising safely, competently and ethically and is accountable to the client, employer, profession and the public.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
1.1 I maintain current registration.	1	2	3	4	n/a	
1.2 I practise in accordance with relevant legislation, standards and employer policies.	1	2	3	4	n/a	
1.3 I practise in accordance with the <i>Code of Ethics for Registered Nurses</i> .	1	2	3	4	n/a	
1.4 I assume primary responsibility for continuing competence.	1	2	3	4	n/a	
1.5 I am answerable for nursing actions, decisions and professional conduct.	1	2	3	4	n/a	
1.6 I take measures to maintain fitness to practise such that client safety is not compromised.	1	2	3	4	n/a	
1.7 I recognize and take action in situations where client safety is actually or potentially compromised.	1	2	3	4	n/a	
1.8 I fulfill my duty to report.	1	2	3	4	n/a	
1.9 I advocate for and contribute to the development and implementation of policies, programs and practices relevant to the practice setting and the nursing profession.	1	2	3	4	n/a	

**Notes:**

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Standards of Practice for Registered Nurses

**2) Knowledge-Based Practice**

*Each nurse practises using evidence-informed knowledge, skill and judgement.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
2.1 I maintain and enhance my knowledge and skills.	1	2	3	4	n/a	
2.2 I use critical inquiry in collecting and interpreting data, in determining and communicating client status, in planning and implementing the plan of care and in evaluating outcomes.	1	2	3	4	n/a	
2.3 I recognize and practise within my level of competence and seek additional knowledge and assistance when needed.	1	2	3	4	n/a	
2.4 I exercise reasonable judgement.	1	2	3	4	n/a	
2.5 I initiate, maintain and conclude the therapeutic nurse-client relationship.	1	2	3	4	n/a	
2.6 I assign and delegate nursing activities in accordance with client needs, the roles and competence of other providers and the requirements of the practice setting.	1	2	3	4	n/a	
2.7 I support colleagues and students by sharing nursing knowledge and expertise.	1	2	3	4	n/a	
2.8 I maintain timely and accurate documentation.	1	2	3	4	n/a	
2.9 I contribute to and support the analysis, development, implementation and evaluation of best practice.	1	2	3	4	n/a	

**Notes:**

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Standards of Practice for Registered Nurses

**3) Client-Centered Practice**

*Each nurse contributes to and promotes measures that optimize positive client health outcomes at the individual, organizational and system level.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
	1	2	3	4	n/a	
3.1 I practise using a client-centered approach.	1	2	3	4	n/a	
3.2 I communicate effectively and respectfully with clients, colleagues and others.	1	2	3	4	n/a	
3.3 I assist clients in learning about the health care system and coordinate access to appropriate health care services.	1	2	3	4	n/a	
3.4 I engage in interprofessional and intersectoral collaboration.	1	2	3	4	n/a	
3.5 I use resources effectively and efficiently in the provision of nursing services.	1	2	3	4	n/a	
3.6 I support innovation by implementing and evaluating new knowledge and technology.	1	2	3	4	n/a	
3.7 I advocate for and contribute to quality professional practice environments.	1	2	3	4	n/a	

**Notes:**

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Standards of Practice for Registered Nurses

**4) Public Trust**

*Each nurse upholds the public’s trust in the profession.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
4.1 I demonstrate professional presence and model professional behaviour.	1	2	3	4	n/a	
4.2 I act as a moral agent in providing nursing services.	1	2	3	4	n/a	
4.3 I protect clients’ privacy and confidentiality.	1	2	3	4	n/a	
4.4 I endeavor to develop competence in nursing leadership.	1	2	3	4	n/a	
4.5 I advocate, individually and collectively, for healthy public policy and programs that are informed by the social determinants of health.	1	2	3	4	n/a	
4.6 I contribute to and support initiatives that improve the health system and population health.	1	2	3	4	n/a	
4.7 I participate in changes that inform and advance the profession of nursing in the interest of the public.	1	2	3	4	n/a	

**Notes:**

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Name

Practice Year

Role (position)

Practice Setting

**Instructions:** Create a learning plan for the standard indicator(s) that you have chosen from your *Self-Assessment Worksheet* to focus on this year. Indicate in the first column below, which standard indicator(s) you will focus on. Develop your learning objective(s) and list the learning activities you plan to accomplish. Record target dates (T) for each learning activity, and the date which indicates that the learning activity is completed (C). Evaluate your learning plan before beginning to assess your practice for the next practice year.

Standards of Practice Indicator number from Step 1	<b>Learning Objective</b> What am I going to learn?	<b>Learning Activities</b> How am I going to learn?	<b>Dates</b> Targeted (T) Completed (C)

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Name Practice Year

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Role (position) Practice Setting

**Evaluate My Learning:**

Did my learning activities make a difference to my practice? Please describe.

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# Continuing Competence Program

# CCP

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learning in action

## CCP Worksheets- NP



Name

Practice Year

Role (position)

Practice Setting

**NANB Standards of Practice for Primary Health Care Nurse Practitioners**

**1) Professional Responsibility and Accountability**

*The nurse practitioner is responsible and accountable for own practice and professional conduct.*

How does each nurse practitioner standard indicator apply to my practice?	Am I meeting expectations of this standard indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
1.1 I practise in accordance with current federal and provincial legislation, professional and ethical standards and policy relevant to NP practice.	1	2	3	4	n/a	
1.2 I attain, maintain and enhance competencies within my own area of practice.	1	2	3	4	n/a	
1.3 I engage in evidence-informed practice by critically appraising and applying relevant research, best practice guidelines and theory.	1	2	3	4	n/a	
1.4 I incorporate knowledge of diversity, cultural safety and the determinants of health in assessment, diagnosis and therapeutic management of the client.	1	2	3	4	n/a	
1.5 I integrate the principles of resource allocation and cost-effectiveness in clinical decision-making.	1	2	3	4	n/a	
1.6 I collaborate, consult and/or refer to other health care providers when the diagnosis and/or treatment plan is unclear or is not within the NP scope of practice.	1	2	3	4	n/a	
1.7 I provide consultation to and accept referrals from other health care providers for clients whose health conditions are within the NP scope of practice and individual expertise.	1	2	3	4	n/a	
1.8 I document clinical data, assessment findings, diagnosis, plan of care, therapeutic intervention, client's response and clinical rationale in a timely and accurate manner.	1	2	3	4	n/a	

**Notes:**

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**NANB Standards of Practice for Primary Health Care Nurse Practitioners**

**1) Professional Responsibility and Accountability (Continued)**

*The nurse practitioner is responsible and accountable for own practice and professional conduct.*

How does each nurse practitioner standard indicator apply to my practice?	Am I meeting expectations of this standard indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
1.9 I maintain and retain client health records according to relevant legislation, professional standards and employer policies.	1	2	3	4	n/a	
1.10 I practise within the context of a therapeutic nurse-client relationship and direct friends and family members to seek care from other health care providers.	1	2	3	4	n/a	
1.11 I do not become involved in self-care.	1	2	3	4	n/a	
1.12 I act as a preceptor and mentor to nursing colleagues, other members of the health care team and students.	1	2	3	4	n/a	
1.13 I contribute to the advancement of evidence-based practice through initiation and/or participation in research activities, presentations or publications.	1	2	3	4	n/a	
1.14 I articulate the role of the nurse practitioner to clients, health care professionals and key stakeholders.	1	2	3	4	n/a	
1.15 I maintain a registration as an NP in New Brunswick.	1	2	3	4	n/a	

**Notes:**

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**NANB Standards of Practice for Primary Health Care Nurse Practitioners**

**2) Health Assessment and Diagnosis**

*The nurse practitioner integrates a broad knowledge base and critical appraisal in determining diagnosis and client needs.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all	Always				
2.1 I apply advanced assessment techniques, critical thinking and clinical decision making skills when assessing clients.	1	2	3	4	n/a	
2.2 I systematically collect and interpret health data by performing a comprehensive and focused health assessment using multiple tools and sources of data.	1	2	3	4	n/a	
2.3 I order diagnostic imaging tests, laboratory and other tests when clinically indicated in accordance with <i>Nurse Practitioner Schedules for Ordering: Schedules "A" and "B"</i> .	1	2	3	4	n/a	
2.4 I ensure that diagnostic tests are interpreted and results are acted upon in an appropriate and timely manner.	1	2	3	4	n/a	
2.5 I make a diagnosis based on the client's health history, findings of health assessment and results of any investigations.	1	2	3	4	n/a	
2.6 I document all diagnostic tests ordered and/or discontinued on the client's permanent health record.	1	2	3	4	n/a	
2.7 I communicate the diagnosis to clients and to interdisciplinary team members as required.	1	2	3	4	n/a	
2.8 I discuss prognosis and treatment options with the client.	1	2	3	4	n/a	
2.9 I involve clients in the development, implementation and evaluation of their plan of care.	1	2	3	4	n/a	
2.10 I synthesize information from individual clients to identify broader implications for health within the family or community.	1	2	3	4	n/a	

**Notes:**

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**NANB Standards of Practice for Primary Health Care Nurse Practitioners**

**3) Therapeutic Management**

*The nurse practitioner utilizes advanced knowledge and judgement in applying pharmacological and non-pharmacological interventions.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all	Always				
3.1 I utilize an authoritative source of evidence-based drug and therapeutic information when prescribing drugs and other interventions.	1	2	3	4	n/a	
3.2 I consider the known risks and benefits to the client, the anticipated outcome, and ensure safeguards and resources are available to manage outcomes when initiating interventions.	1	2	3	4	n/a	
3.3 I provide client education about interventions including: expected action, importance of compliance, side effects, potential adverse reactions, possible interactions and follow-up plan.	1	2	3	4	n/a	
3.4 I obtain and document informed consent from clients prior to performing procedures.	1	2	3	4	n/a	
3.5 I perform procedures (non-invasive and invasive) for the clinical management/prevention of disease, injuries, disorders or conditions.	1	2	3	4	n/a	
3.6 I prescribe drugs in accordance with the NANB <i>NP Schedules for ordering: Schedule C.</i>	1	2	3	4	n/a	
3.7 I provide specific medications in small quantities in situations where a pharmacist is not available or accessible and/or it is in the best interest of the client.	1	2	3	4	n/a	
3.8 I evaluate client outcomes of selected treatments and interventions.	1	2	3	4	n/a	
3.9 I document interventions and client’s response to interventions in the client’s permanent health record.	1	2	3	4	n/a	
3.10 I document and report adverse events associated with drugs and other interventions.	1	2	3	4	n/a	
3.11 I continue to enhance my knowledge base as required to provide comprehensive, quality, and evidenced-base care.	1	2	3	4	n/a	

**Notes:**

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**NANB Standards of Practice for Primary Health Care Nurse Practitioners**

**4) Health Promotion and Prevention of Illness and Injury**

*The nurse practitioner promotes health and reduces the risk of complications, illness and injury for clients.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
4.1 I integrate the five World Health Organization principles of primary health care into clinical decision making: accessibility, public participation, health promotion, appropriate technology and intersectoral collaboration.	1	2	3	4	n/a	
4.2 I implement health promotion and prevention strategies for individuals, families and communities, or for specific age and cultural groups.	1	2	3	4	n/a	
4.3 I initiate or participate in the evaluation process of health promotion and prevention strategies.	1	2	3	4	n/a	
4.4 I advocate for health promotion and prevention strategies at the policy level.	1	2	3	4	n/a	

**Notes:**

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Name

Practice Year

Role (position)

Practice Setting

**Instructions:** Create a learning plan for the standard indicator(s) that you have chosen from your *Self-Assessment Worksheet* to focus on this year. Indicate in the first column below, which standard indicator(s) you will focus on. Develop your learning objective(s) and list the learning activities you plan to accomplish. Record target dates (T) for each learning activity, and the date which indicates that the learning activity is completed (C). Evaluate your learning plan before beginning to assess your practice for the next practice year.

Standards of Practice Indicator number from Step 1	<b>Learning Objective</b> What am I going to learn?	<b>Learning Activities</b> How am I going to learn?	<b>Dates</b> Targeted (T) Completed (C)

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Name

Practice Year

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Role (position)

Practice Setting

**Evaluate My Learning:**

Did my learning activities make a difference to my practice? Please describe.

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# Continuing Competence Program

# CCP learning in action

## Examples of Completed CCP Worksheets



## **EXAMPLES OF COMPLETED WORKSHEETS**

In this section, you will see examples of how RNs from different practice areas have chosen to reflect on their practice in order to meet the CCP requirements.

As you progress through the examples, you will meet the following RNs and explore how they chose to review their practice:

**Annie** is a staff nurse in a hospital;

**Denise** is a staff nurse in a nursing home;

**Sophie** is an educator in a university setting;

**Rachel** is a new nurse manager;

**Marie** is a public health nurse working in the early childhood initiative program; and

**Ray** is a community mental health nurse working with the long-term care team.

These examples are intended to give you ideas of how you can make your continuing competence activities relevant.

## **EXAMPLES OF COMPLETED WORKSHEETS**

### **Meet Annie R., Staff Nurse**

Annie is a staff nurse on a busy surgical floor. She has started thinking about how she can complete her self-assessment and wants to do it soon so that her learning plan for the upcoming practice year is prepared.

When Annie completed her self-assessment, she questioned whether she was consistently ensuring her own fitness to practice, standard of practice indicator 1.6. She often feels overwhelmed and not on top of things. She is wondering if she is the only one feeling this way or if the stress is related to her practice environment. She decides to ask a colleague, Mona, for feedback about whether her stress is affecting her work. Mona tells her, "... the nursing care you give your patients hasn't changed. You are often short with staff. You seem tired all the time."

<i>Annie R</i>	<i>2014</i>
Name	Practice Year
<i>Staff Nurse</i>	<i>Surgery</i>
Role (position)	Practice Setting

**Standards of Practice for Registered Nurses**

**1) Responsibility and Accountability**

*Each nurse is responsible for practising safely, competently and ethically and is accountable to the client, employer, profession and the public.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
1.1 I maintain current registration.	1	2	3	④	n/a	
1.2 I practise in accordance with relevant legislation, standards and employer policies.	1	2	3	④	n/a	
1.3 I practise in accordance with the <i>Code of Ethics for Registered Nurses</i> .	1	2	③	4	n/a	
1.4 I assume primary responsibility for continuing competence.	1	2	3	④	n/a	
1.5 I am answerable for nursing actions, decisions and professional conduct.	1	2	③	4	n/a	
1.6 I take measures to maintain fitness to practise such that client safety is not compromised.	1	②	3	4	n/a	√
1.7 I recognize and take action in situations where client safety is actually or potentially compromised.	1	2	3	④	n/a	
1.8 I fulfill my duty to report.	1	2	3	④	n/a	
1.9 I advocate for and contribute to the development and implementation of policies, programs and practices relevant to the practice setting and the nursing profession.	1	2	3	④	n/a	

**Notes:**

*I am feeling overwhelmed at work. I never feel like I'm on top of things. The feedback from Mona (see Standard 3) helped me understand that the stress is affecting my ability to be respectful with my colleagues. I need to learn how to deal with stress differently. I cannot change the stress; however, I can change how I respond to the stressors.*

*Indicator 1.2 and 1.3 may be something I would develop a learning plan for in terms of reading these documents to refresh my memory.*

Standards of Practice for Registered Nurses

**2) Knowledge-Based Practice**

*Each nurse practises using evidence-informed knowledge, skill and judgement.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
2.1 I maintain and enhance my knowledge and skills.	1	2	3	④	n/a	
2.2 I use critical inquiry in collecting and interpreting data, in determining and communicating client status, in planning and implementing the plan of care and in evaluating outcomes.	1	2	3	④	n/a	
2.3 I recognize and practise within my level of competence and seek additional knowledge and assistance when needed.	1	2	③	4	n/a	
2.4 I exercise reasonable judgement.	1	2	3	④	n/a	
2.5 I initiate, maintain and conclude the therapeutic nurse-client relationship.	1	2	3	④	n/a	
2.6 I assign and delegate nursing activities in accordance with client needs, the roles and competence of other providers and the requirements of the practice setting.	1	2	3	④	n/a	
2.7 I support colleagues and students by sharing nursing knowledge and expertise.	1	2	3	④	n/a	
2.8 I maintain timely and accurate documentation.	1	2	3	④	n/a	
2.9 I contribute to and support the analysis, development, implementation and evaluation of best practice.	1	2	3	④	n/a	

**Notes:**

*I provide feedback to my colleagues when they ask.*



Standards of Practice for Registered Nurses

**3) Client-Centered Practice**

*Each nurse contributes to and promotes measures that optimize positive client health outcomes at the individual, organizational and system level.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
3.1 I practise using a client-centered approach.	1	2	3	④	n/a	
3.2 I communicate effectively and respectfully with clients, colleagues and others.	1	②	3	4	n/a	√
3.3 I assist clients in learning about the health care system and coordinate access to appropriate health care services.	1	2	3	④	n/a	
3.4 I engage in interprofessional and intersectoral collaboration.	1	2	③	4	n/a	
3.5 I use resources effectively and efficiently in the provision of nursing services.	1	2	3	④	n/a	
3.6 I support innovation by implementing and evaluating new knowledge and technology.	1	2	3	④	n/a	
3.7 I advocate for and contribute to quality professional practice environments.	1	2	3	④	n/a	

**Notes:**

*I'm not sure if work stress is affecting the way I interact with my clients and with my colleagues. When I asked a colleague about this, she told me: "The nursing care you give your patients hasn't changed. You are often short with staff. You seem tired all the time."*

*I manage to keep up to date with technology changes that affect my practice. The employer provides in-services as necessary.*

Standards of Practice for Registered Nurses

**4) Public Trust**

*Each nurse upholds the public’s trust in the profession.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
4.1 I demonstrate professional presence and model professional behaviour.	1	2	③	4	n/a	
4.2 I act as a moral agent in providing nursing services.	1	2	③	4	n/a	
4.3 I protect clients’ privacy and confidentiality.	1	2	3	④	n/a	
4.4 I endeavor to develop competence in nursing leadership.	1	2	3	④	n/a	
4.5 I advocate, individually and collectively, for healthy public policy and programs that are informed by the social determinants of health.	1	2	3	④	n/a	
4.6 I contribute to and support initiatives that improve the health system and population health.	1	2	3	④	n/a	
4.7 I participate in changes that inform and advance the profession of nursing in the interest of the public.	1	2	3	④	n/a	

**Notes:**

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*Annie R*

*2014*

Name

Practice Year

*Staff Nurse*

*Surgery*

Role (position)

Practice Setting

**Instructions:** Create a learning plan for the standard indicator(s) that you have chosen from your *Self-Assessment Worksheet* to focus on this year. Indicate in the first column below, which standard indicator(s) you will focus on. Develop your learning objective(s) and list the learning activities you plan to accomplish. Record target dates (T) for each learning activity, and the date which indicates that the learning activity is completed (C). Evaluate your learning plan before beginning to assess your practice for the next practice year.

Standards of Practice Indicator number from Step 1	<b>Learning Objective</b>  What am I going to learn?	<b>Learning Activities</b>  How am I going to learn?	<b>Dates</b>  Targeted (T) Completed (C)
1.6  3.2	To learn and to apply stress management techniques.	<ul style="list-style-type: none"> <li>• Attend stress management workshop.</li> <li>• Read article/books on stress reduction and coping.</li> <li>• Keep stress journal to document stressful events and plan alternate coping strategies for next time.</li> </ul>	<p><i>June (T)</i> <i>May (C)</i></p> <p><i>Sept(T)</i> <i>Oct (C)</i></p> <p><i>June-Nov (T)</i> <i>Nov (C)</i></p>

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<i>Annie R</i>	<i>2014</i>
Name	Practice Year
<i>Staff Nurse</i>	<i>Surgery</i>
Role (position)	Practice Setting

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**Evaluate My Learning:**

Did my learning activities make a difference to my practice? Please describe.

*Understanding more about stress and stress reduction has helped me deal with stress differently. Keeping a stress journal really makes me think about how to cope with stressful events and how I can respond differently the next time. Feedback from my peers leads me to believe that my relationships with co-workers have improved. Overall, I deal with stress differently. I don't take things personally.*

*Relaxation techniques learned at the stress management workshop helped me somewhat.*

## **EXAMPLES OF COMPLETED WORKSHEETS**

### **Meet Denise L., Staff Nurse**

Denise is a staff nurse in a nursing home. As Denise begins to reflect on her practice, she realizes that she needs to learn more about palliative care. Caring for dying residents is an increasing expectation in the nursing home and she believes she needs to increase her knowledge in caring for dying patients.

Denise L

2014

Name

Practice Year

Staff Nurse

Nursing Home

Role (position)

Practice Setting

**Standards of Practice for Registered Nurses**

**1) Responsibility and Accountability**

*Each nurse is responsible for practising safely, competently and ethically and is accountable to the client, employer, profession and the public.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
1.1 I maintain current registration.	1	2	3	④	n/a	
1.2 I practise in accordance with relevant legislation, standards and employer policies.	1	2	3	④	n/a	
1.3 I practise in accordance with the <i>Code of Ethics for Registered Nurse</i> .	1	2	3	④	n/a	
1.4 I assume primary responsibility for continuing competence.	1	2	3	④	n/a	
1.5 I am answerable for nursing actions, decisions and professional conduct.	1	2	3	④	n/a	
1.6 I take measures to maintain fitness to practise such that client safety is not compromised.	1	2	3	④	n/a	
1.7 I recognize and take action in situations where client safety is actually or potentially compromised.	1	2	3	④	n/a	
1.8 I fulfill my duty to report.	1	2	3	④	n/a	
1.9 I advocate for and contribute to the development and implementation of policies, programs and practices relevant to the practice setting and the nursing profession.	1	2	③	4	n/a	

**Notes:**

*1.9 Sometimes workload interferes with my ability to meet this indicator.*

Standards of Practice for Registered Nurses

**2) Knowledge-Based Practice**

*Each nurse practises using evidence-informed knowledge, skill and judgement.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
2.1 I maintain and enhance my knowledge and skills.	1	2	3	④	n/a	
2.2 I use critical inquiry in collecting and interpreting data, in determining and communicating client status, in planning and implementing the plan of care and in evaluating outcomes.	1	2	3	④	n/a	
2.3 I recognize and practise within my level of competence and seek additional knowledge and assistance when needed.	1	2	③	4	n/a	√
2.4 I exercise reasonable judgement.	1	2	3	④	n/a	
2.5 I initiate, maintain and conclude the therapeutic nurse-client relationship.	1	2	3	④	n/a	
2.6 I assign and delegate nursing activities in accordance with client needs, the roles and competence of other providers and the requirements of the practice setting.	1	2	3	④	n/a	
2.7 I support colleagues and students by sharing nursing knowledge and expertise.	1	2	3	④	n/a	
2.8 I maintain timely and accurate documentation.	1	2	3	④	n/a	
2.9 I contribute to and support the analysis, development, implementation and evaluation of best practice.	1	2	3	④	n/a	

**Notes:**

*I want to learn more about palliative care. This is a broad subject and I may need to sub-divide it into more manageable topics (i.e. chronic pain management, supporting family members and symptom management).*

*2.7 I feel comfortable providing feedback to others as necessary and appropriate. I encourage others to attend educational sessions. I enjoy mentoring students- their questions really make me think about what I'm doing and why I'm doing it. I learn from the students as well.*

Standards of Practice for Registered Nurses

**3) Client-Centered Practice**

*Each nurse contributes to and promotes measures that optimize positive client health outcomes at the individual, organizational and system level.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
3.1 I practise using a client-centered approach.	1	2	3	④	n/a	
3.2 I communicate effectively and respectfully with clients, colleagues and others.	1	2	3	④	n/a	
3.3 I assist clients in learning about the health care system and coordinate access to appropriate health care services.	1	2	3	④	n/a	
3.4 I engage in interprofessional and intersectoral collaboration.	1	2	③	4	n/a	
3.5 I use resources effectively and efficiently in the provision of nursing services.	1	2	3	④	n/a	
3.6 I support innovation by implementing and evaluating new knowledge and technology.	1	2	③	4	n/a	
3.7 I advocate for and contribute to quality professional practice environments.	1	2	3	④	n/a	

**Notes:**

*I attempt to keep up to date with changes that affect my practice. There are many changes in the workplace and sometimes it feels overwhelming considering the workload.*



Standards of Practice for Registered Nurses

**4) Public Trust**

*Each nurse upholds the public’s trust in the profession.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
4.1 I demonstrate professional presence and model professional behaviour.	1	2	3	④	n/a	
4.2 I act as a moral agent in providing nursing services.	1	2	3	④	n/a	
4.3 I protect clients’ privacy and confidentiality.	1	2	3	④	n/a	
4.4 I endeavor to develop competence in nursing leadership.	1	2	③	4	n/a	
4.5 I advocate, individually and collectively, for healthy public policy and programs that are informed by the social determinants of health.	1	2	③	4	n/a	
4.6 I contribute to and support initiatives that improve the health system and population health.	1	2	3	④	n/a	
4.7 I participate in changes that inform and advance the profession of nursing in the interest of the public.	1	2	3	④	n/a	

**Notes:**

*Increasing my knowledge of palliative care will provide me with more tools to advocate for quality care in our environment.*

*Denise L*

*2014*

Name

Practice Year

*Staff Nurse*

*Nursing Home*

Role (position)

Practice Setting

**Instructions:** Create a learning plan for the standard indicator(s) that you have chosen from your *Self-Assessment Worksheet* to focus on this year. Indicate in the first column below, which standard indicator(s) you will focus on. Develop your learning objective(s) and list the learning activities you plan to accomplish. Record target dates (T) for each learning activity, and the date which indicates that the learning activity is completed (C). Evaluate your learning plan before beginning to assess your practice for the next practice year.

Standards of Practice Indicator number from Step 1	<b>Learning Objective</b>  What am I going to learn?	<b>Learning Activities</b>  How am I going to learn?	<b>Dates</b>  Targeted (T) Completed (C)
2.3	To learn more about palliative care, specifically: 1) symptom management, 2) chronic pain management and 3) dealing with family members.	<ul style="list-style-type: none"> <li>• Complete a literature search through NURSEONE on palliative care in nursing homes</li> <li>• Read two research-based articles and/or guidelines on each of the 3 topics</li> <li>• Set up a meeting with expert nurse from palliative care unit (perhaps arrange to shadow her for a shift)</li> </ul>	<p><i>Jan (T)</i> <i>Jan (C)</i></p> <p><i>Mar(T)</i> <i>May (C)</i></p> <p><i>Jun (T)</i> <i>Jun (C)</i></p>

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<i>Denise L</i>	<i>2014</i>
Name	Practice Year
<i>Staff Nurse</i>	<i>Nursing Home</i>
Role (position)	Practice Setting

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**Evaluate My Learning:**

Did my learning activities make a difference to my practice? Please describe.

*Signing on to the Canadian Nurses Portal (NURSEONE) and learning to navigate the system was a major learning event for me! I am not used to using on-line resources. I was able to find relevant, current and research-based articles (guidelines) for all three topics. Reading these expanded my knowledge. When I met with the expert nurse from the palliative care unit I was able to ask focused questions. I have arranged for her to come to the nursing home to speak to the nursing staff. I plan to share my new knowledge with colleagues as well. I have developed new skills in supporting family members and helping them participate in the care of their loved one. I am more confident in advocating for residents regarding the management of their pain.*

## **EXAMPLES OF COMPLETED WORKSHEETS**

### **Meet Sophie M., Educator**

Sophie is an educator and teaches baccalaureate nursing students in the classroom and in a clinical setting. Sophie has been assessing her practice as an educator and realizes that she has not invested as much time as she would like in developing her teaching strategies.

Sophie shared some thoughts with a colleague about her teaching practice and how she would like to enhance her teaching. While her colleague did not initially feel comfortable sharing her thoughts about how Sophie might improve her teaching or develop new strategies, Sophie's questions and openness quickly put her at ease. They had a discussion about teaching strategies that was very helpful to Sophie as she later prepared her learning plan. In fact, Sophie included peer feedback in the classroom as one of her learning activities.

Sophie M

2014

Name

Practice Year

Educator

University Nursing Program

Role (position)

Practice Setting

**Standards of Practice for Registered Nurses**

**1) Responsibility and Accountability**

*Each nurse is responsible for practising safely, competently and ethically and is accountable to the client, employer, profession and the public.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
1.1 I maintain current registration.	1	2	3	④	n/a	
1.2 I practise in accordance with relevant legislation, standards and employer policies.	1	2	3	④	n/a	
1.3 I practise in accordance with the <i>Code of Ethics for Registered Nurses</i> .	1	2	3	④	n/a	
1.4 I assume primary responsibility for continuing competence.	1	2	3	④	n/a	
1.5 I am answerable for nursing actions, decisions and professional conduct.	1	2	3	④	n/a	
1.6 I take measures to maintain fitness to practise such that client safety is not compromised.	1	2	3	④	n/a	
1.7 I recognize and take action in situations where client safety is actually or potentially compromised.	1	2	3	④	n/a	
1.8 I fulfill my duty to report.	1	2	3	④	n/a	
1.9 I advocate for and contribute to the development and implementation of policies, programs and practices relevant to the practice setting and the nursing profession.	1	2	3	④	n/a	

**Notes:**

*I am aware of these indicators and incorporate this standard into my overall practice as well as in my teaching content.*

*I make an effort to keep up to date with policy relevant to the clinical areas where I am working with students. I help students interpret standards and policies.*

Standards of Practice for Registered Nurses

**2) Knowledge-Based Practice**

*Each nurse practises using evidence-informed knowledge, skill and judgement.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
2.1 I maintain and enhance my knowledge and skills.	1	2	3	④	n/a	
2.2 I use critical inquiry in collecting and interpreting data, in determining and communicating client status, in planning and implementing the plan of care and in evaluating outcomes.	1	2	3	④	n/a	
2.3 I recognize and practise within my level of competence and seek additional knowledge and assistance when needed.	1	2	3	④	n/a	√
2.4 I exercise reasonable judgement.	1	2	3	④	n/a	
2.5 I initiate, maintain and conclude the therapeutic nurse-client relationship.	1	2	3	④	n/a	
2.6 I assign and delegate nursing activities in accordance with client needs, the roles and competence of other providers and the requirements of the practice setting.	1	2	3	④	n/a	
2.7 I support colleagues and students by sharing nursing knowledge and expertise.	1	2	3	④	n/a	
2.8 I maintain timely and accurate documentation.	1	2	3	④	n/a	
2.9 I contribute to and support the analysis, development, implementation and evaluation of best practice.	1	2	3	④	n/a	

**Notes:**

*I would like to improve my teaching skills in order to meet expectations of indicator 2.3.*

*As an educator, I do not provide direct care to clients; however, I facilitate care through the students. I help students meet this standard by providing relevant theory and application of theory in the clinical setting. I role model in clinical settings.*

Standards of Practice for Registered Nurses

**3) Client-Centered Practice**

*Each nurse contributes to and promotes measures that optimize positive client health outcomes at the individual, organizational and system level.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
3.1 I practise using a client-centered approach.	1	2	3	④	n/a	
3.2 I communicate effectively and respectfully with clients, colleagues and others.	1	2	3	④	n/a	
3.3 I assist clients in learning about the health care system and coordinate access to appropriate health care services.	1	2	3	④	n/a	
3.4 I engage in interprofessional and intersectoral collaboration.	1	2	3	④	n/a	
3.5 I use resources effectively and efficiently in the provision of nursing services.	1	2	3	④	n/a	
3.6 I support innovation by implementing and evaluating new knowledge and technology.	1	2	3	④	n/a	
3.7 I advocate for and contribute to quality professional practice environments.	1	2	3	④	n/a	

**Notes:**

*I work closely with the students and unit nurses. The students are expected to maintain ongoing communication with primary care nurses.*

Standards of Practice for Registered Nurses

**4) Public Trust**

*Each nurse upholds the public’s trust in the profession.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
4.1 I demonstrate professional presence and model professional behaviour.	1	2	3	④	n/a	
4.2 I act as a moral agent in providing nursing services.	1	2	3	④	n/a	
4.3 I protect clients’ privacy and confidentiality.	1	2	3	④	n/a	
4.4 I endeavor to develop competence in nursing leadership.	1	2	3	④	n/a	
4.5 I advocate, individually and collectively, for healthy public policy and programs that are informed by the social determinants of health.	1	2	3	④	n/a	
4.6 I contribute to and support initiatives that improve the health system and population health.	1	2	3	④	n/a	
4.7 I participate in changes that inform and advance the profession of nursing in the interest of the public.	1	2	3	④	n/a	

**Notes:**

*Application of these indicators means that I am striving for professionalism, ethical behaviour and advancement of the profession of nursing.*



*Sophie M*

*2014*

Name

Practice Year

*Educator*

*University Nursing Program*

Role (position)

Practice Setting

**Instructions:** Create a learning plan for the standard indicator(s) that you have chosen from your *Self-Assessment Worksheet* to focus on this year. Indicate in the first column below, which standard indicator(s) you will focus on. Develop your learning objective(s) and list the learning activities you plan to accomplish. Record target dates (T) for each learning activity, and the date which indicates that the learning activity is completed (C). Evaluate your learning plan before beginning to assess your practice for the next practice year.

Standards of Practice Indicator number from Step 1	<b>Learning Objective</b>  What am I going to learn?	<b>Learning Activities</b>  How am I going to learn?	<b>Dates</b>  Targeted (T) Completed (C)
2.3	To learn and competently apply new teaching strategies	<ul style="list-style-type: none"> <li>• Review nursing education journals</li> <li>• Observe three colleagues teaching</li> <li>• Request peer feedback in class</li> <li>• Use student evaluation forms throughout the year</li> <li>• Complete course on computer technology</li> </ul>	<p><i>May (T)</i> <i>March (C)</i></p> <p><i>Mar - June(T)</i> <i>May (C)</i></p> <p><i>Mar - June (T)</i> <i>June (C)</i></p> <p><i>Sept – June (T)</i> <i>June (C)</i></p> <p><i>Nov (T)</i> <i>Dec (C)</i></p>

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<i>Sophie M</i>	<i>2014</i>
Name	Practice Year
<i>Educator</i>	<i>University Nursing Program</i>
Role (position)	Practice Setting

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**Evaluate My Learning:**

Did my learning activities make a difference to my practice? Please describe.

*The feedback from colleagues and students really make me think about my teaching techniques and how I can improve with practice. I have a good rapport with students and I am well prepared for presentations. I'm learning to incorporate more group involvement by incorporating case studies as a learning tool. I now make an effort to clarify the link between group work and the course outline as well as relevance to the students' practice. Reading the journals every month keeps me up to date on issues in nursing education. Observing three colleagues teaching was useful. We all have different styles and can learn from one another.*

*I have included new techniques in my teaching practice but I want to focus on this area further as I am not comfortable with the new techniques yet and still feel awkward in integrating them into my teaching style.*

## **EXAMPLES OF COMPLETED WORKSHEETS**

### **Meet Rachel S., Nurse Manager**

Rachel has worked as a staff nurse on the oncology unit for 14 years. Four years ago she was certified in oncology through the CNA certification program. Now she is ready for a new challenge. When the nurse manager position becomes vacant her co-workers encourage her to apply. She does apply and is offered the job. She accepts the position knowing that her employer will support her as she develops the new skills necessary to function in a first line supervisory position.

Rachel knows that her learning plan now needs to reflect her new position. She completes a self-assessment of her work as a nurse manager.

Rachel S

2014

Name

Practice Year

Nurse Manager

Oncology

Role (position)

Practice Setting

**Standards of Practice for Registered Nurses**

**1) Responsibility and Accountability**

*Each nurse is responsible for practising safely, competently and ethically and is accountable to the client, employer, profession and the public.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
1.1 I maintain current registration.	1	2	3	④	n/a	
1.2 I practise in accordance with relevant legislation, standards and employer policies.	1	2	3	④	n/a	
1.3 I practise in accordance with the <i>Code of Ethics for Registered Nurses</i> .	1	2	3	④	n/a	
1.4 I assume primary responsibility for continuing competence.	1	2	3	④	n/a	
1.5 I am answerable for nursing actions, decisions and professional conduct.	1	2	3	④	n/a	
1.6 I take measures to maintain fitness to practise such that client safety is not compromised.	1	2	3	④	n/a	
1.7 I recognize and take action in situations where client safety is actually or potentially compromised.	1	2	3	④	n/a	
1.8 I fulfill my duty to report.	1	2	3	④	n/a	
1.9 I advocate for and contribute to the development and implementation of policies, programs and practices relevant to the practice setting and the nursing profession.	1	2	3	④	n/a	

**Notes:**

*As a nurse manager, I am familiar with, comply with, and ensure staff compliance with NANB standards, employer policies and legislation relevant to my practice setting.*

Standards of Practice for Registered Nurses

**2) Knowledge-Based Practice**

*Each nurse practises using evidence-informed knowledge, skill and judgement.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
2.1 I maintain and enhance my knowledge and skills.	1	2	③	4	n/a	
2.2 I use critical inquiry in collecting and interpreting data, in determining and communicating client status, in planning and implementing the plan of care and in evaluating outcomes.	1	2	3	④	n/a	
2.3 I recognize and practise within my level of competence and seek additional knowledge and assistance when needed.	1	2	3	④	n/a	
2.4 I exercise reasonable judgement.	1	2	3	④	n/a	
2.5 I initiate, maintain and conclude the therapeutic nurse-client relationship.	1	2	3	④	n/a	
2.6 I assign and delegate nursing activities in accordance with client needs, the roles and competence of other providers and the requirements of the practice setting.	1	2	3	④	n/a	
2.7 I support colleagues and students by sharing nursing knowledge and expertise.	1	2	3	④	n/a	
2.8 I maintain timely and accurate documentation.	1	2	3	④	n/a	
2.9 I contribute to and support the analysis, development, implementation and evaluation of best practice.	1	2	3	④	n/a	

**Notes:**

*I'm not comfortable with having to do performance appraisals. I wonder if my inexperience as a manager will affect my ability to gain my co-workers' respect.*

Standards of Practice for Registered Nurses

**3) Client-Centered Practice**

*Each nurse contributes to and promotes measures that optimize positive client health outcomes at the individual, organizational and system level.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
3.1 I practise using a client-centered approach.	1	2	3	④	n/a	
3.2 I communicate effectively and respectfully with clients, colleagues and others.	1	2	3	④	n/a	
3.3 I assist clients in learning about the health care system and coordinate access to appropriate health care services.	1	2	3	④	n/a	
3.4 I engage in interprofessional and intersectoral collaboration.	1	2	③	4	n/a	
3.5 I use resources effectively and efficiently in the provision of nursing services.	1	2	③	4	n/a	
3.6 I support innovation by implementing and evaluating new knowledge and technology.	1	2	3	④	n/a	
3.7 I advocate for and contribute to quality professional practice environments.	1	2	3	④	n/a	

**Notes:**

*I meet this standard as a manager, rather than as a direct care provider. As I get more experience being a manager I will improve my ability to work with interprofessional and intersectoral teams, manage resources and advocate for quality professional practice environments. These may be areas I want to work on in the future.*

Standards of Practice for Registered Nurses

**4) Public Trust**

*Each nurse upholds the public’s trust in the profession.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
4.1 I demonstrate professional presence and model professional behaviour.	1	2	3	④	n/a	
4.2 I act as a moral agent in providing nursing services.	1	2	3	④	n/a	
4.3 I protect clients’ privacy and confidentiality.	1	2	3	④	n/a	
4.4 I endeavor to develop competence in nursing leadership.	1	2	③	4	n/a	√
4.5 I advocate, individually and collectively, for healthy public policy and programs that are informed by the social determinants of health.	1	2	3	④	n/a	
4.6 I contribute to and support initiatives that improve the health system and population health.	1	2	3	④	n/a	
4.7 I participate in changes that inform and advance the profession of nursing in the interest of the public.	1	2	3	④	n/a	

**Notes:**

*I understand that ethical standards are one aspect of obtaining public trust. I will model appropriate behaviours. As a nurse manager, my role is to support staff in understanding and meeting these indicators. My activities towards confidence in doing performance appraisals will help me become a better leader and guide to staff.*

*Rachel S*

*2014*

Name

Practice Year

*Nurse Manager*

*Oncology*

Role (position)

Practice Setting

**Instructions:** Create a learning plan for the standard indicator(s) that you have chosen from your *Self-Assessment Worksheet* to focus on this year. Indicate in the first column below, which standard indicator(s) you will focus on. Develop your learning objective(s) and list the learning activities you plan to accomplish. Record target dates (T) for each learning activity, and the date which indicates that the learning activity is completed (C). Evaluate your learning plan before beginning to assess your practice for the next practice year.

Standards of Practice Indicator number from Step 1	<b>Learning Objective</b>  What am I going to learn?	<b>Learning Activities</b>  How am I going to learn?	<b>Dates</b>  Targeted (T) Completed (C)
4.4	To do effective performance appraisals	<ul style="list-style-type: none"> <li>• Contact Human Resources department re: training sessions</li> <li>• Speak with other managers</li> <li>• Read management textbooks and articles</li> <li>• Read agency policy and procedures on performance appraisals</li> <li>• Ask staff for feedback after participating in their performance appraisal</li> </ul>	<p><i>June (T)</i> <i>March (C)</i></p> <p><i>June(T)</i> <i>May (C)</i></p> <p><i>April-May (T)</i> <i>May (C)</i></p> <p><i>Sept (T)</i> <i>Sept (C)</i></p> <p><i>Oct-Dec (T)</i> <i>Oct-Dec (C)</i></p>



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<i>Rachel S</i>	<i>2014</i>
Name	Practice Year
<i>Nurse Manager</i>	<i>Oncology</i>
Role (position)	Practice Setting

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**Evaluate My Learning:**

Did my learning activities make a difference to my practice? Please describe.

*The opportunity to work on this learning objective made a difference. I now understand the performance appraisal process from a manager’s perspective and my role as a leader in motivating people and providing a quality environment. Talking with my peers and the HR department helped make the theory come alive. I felt awkward at first but am feeling more comfortable with the format as I gain more experience. The feedback from staff has been valuable. I plan to continue asking staff for feedback.*

## **EXAMPLES OF COMPLETED WORKSHEETS**

### **Meet Marie A., Public Health Nurse**

Marie has worked as a Public Health Nurse for the last twelve years. She carries a full time Early Childhood Initiatives (ECI) caseload, and is scheduled for two Immunization Clinics and one 3.5 Preschool Clinic per month. Marie also volunteers for additional projects throughout the year.

After having completed her self-assessment, Marie decides to focus her learning on the nurse-client therapeutic relationship. The client's home feels like an informal environment so she wants to be clearer about the boundary between a therapeutic relationship and a social relationship. She wants to learn more about this relationship and its relevance to her public health nursing practice.

Marie A

2014

Name

Practice Year

Public Health Nurse

Community

Role (position)

Practice Setting

**Standards of Practice for Registered Nurses**

**1) Responsibility and Accountability**

*Each nurse is responsible for practising safely, competently and ethically and is accountable to the client, employer, profession and the public.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
1.1 I maintain current registration.	1	2	3	④	n/a	
1.2 I practise in accordance with relevant legislation, standards and employer policies.	1	2	3	④	n/a	
1.3 I practise in accordance with the <i>Code of Ethics for Registered Nurses</i> .	1	2	3	④	n/a	
1.4 I assume primary responsibility for continuing competence.	1	2	③	4	n/a	
1.5 I am answerable for nursing actions, decisions and professional conduct.	1	2	3	④	n/a	
1.6 I take measures to maintain fitness to practise such that client safety is not compromised.	1	2	3	④	n/a	
1.7 I recognize and take action in situations where client safety is actually or potentially compromised.	1	2	3	④	n/a	
1.8 I fulfill my duty to report.	1	2	3	④	n/a	
1.9 I advocate for and contribute to the development and implementation of policies, programs and practices relevant to the practice setting and the nursing profession.	1	2	3	④	n/a	

**Notes:**

*Luckily I have not been in a situation where I would have to report professional practice problems. I work closely with other PHNs and have really created a supportive work environment.*

*On occasion my peers have prompted me to review situations that would be useful to consider when doing continuing competence activities.*

Standards of Practice for Registered Nurses

**2) Knowledge-Based Practice**

*Each nurse practises using evidence-informed knowledge, skill and judgement.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
2.1 I maintain and enhance my knowledge and skills.	1	2	3	④	n/a	
2.2 I use critical inquiry in collecting and interpreting data, in determining and communicating client status, in planning and implementing the plan of care and in evaluating outcomes.	1	2	3	④	n/a	
2.3 I recognize and practise within my level of competence and seek additional knowledge and assistance when needed.	1	2	③	4	n/a	
2.4 I exercise reasonable judgement.	1	2	3	④	n/a	
2.5 I initiate, maintain and conclude the therapeutic nurse-client relationship.	1	2	③	4	n/a	√
2.6 I assign and delegate nursing activities in accordance with client needs, the roles and competence of other providers and the requirements of the practice setting.	1	2	3	④	n/a	
2.7 I support colleagues and students by sharing nursing knowledge and expertise.	1	2	3	④	n/a	
2.8 I maintain timely and accurate documentation.	1	2	③	4	n/a	
2.9 I contribute to and support the analysis, development, implementation and evaluation of best practice.	1	2	3	④	n/a	

**Notes:**

*I need to learn more about the nurse-client relationship, especially related to home visits. What are the accepted boundaries?*

*This continuing competence program will make me think about meeting my own learning needs.*

*My ECI case load does not lend itself to assigning or delegating.*

*I am always available to mentor the less experienced nurses as needed.*

*My documentation is not always completed on the same day as the visit or the clinic, but I do make this a priority on the following work day.*

Standards of Practice for Registered Nurses

**3) Client-Centered Practice**

*Each nurse contributes to and promotes measures that optimize positive client health outcomes at the individual, organizational and system level.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
3.1 I practise using a client-centered approach.	1	2	3	④	n/a	
3.2 I communicate effectively and respectfully with clients, colleagues and others.	1	2	3	④	n/a	
3.3 I assist clients in learning about the health care system and coordinate access to appropriate health care services.	1	2	3	④	n/a	
3.4 I engage in interprofessional and intersectoral collaboration.	1	2	3	④	n/a	
3.5 I use resources effectively and efficiently in the provision of nursing services.	1	2	3	④	n/a	
3.6 I support innovation by implementing and evaluating new knowledge and technology.	1	2	3	④	n/a	
3.7 I advocate for and contribute to quality professional practice environments.	1	2	3	④	n/a	

**Notes:**

*I do collaborate with other team members when the opportunity to do so presents itself.*

Standards of Practice for Registered Nurses

**4) Public Trust**

*Each nurse upholds the public’s trust in the profession.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
4.1 I demonstrate professional presence and model professional behaviour.	1	2	3	④	n/a	
4.2 I act as a moral agent in providing nursing services.	1	2	3	④	n/a	
4.3 I protect clients’ privacy and confidentiality.	1	2	3	④	n/a	
4.4 I endeavor to develop competence in nursing leadership.	1	2	3	④	n/a	
4.5 I advocate, individually and collectively, for healthy public policy and programs that are informed by the social determinants of health.	1	2	3	④	n/a	
4.6 I contribute to and support initiatives that improve the health system and population health.	1	2	3	④	n/a	
4.7 I participate in changes that inform and advance the profession of nursing in the interest of the public.	1	2	3	④	n/a	

**Notes:**

*I have studied the social determinants of health while completing the PHAC Skills Enhancement Modules which are based upon the core competencies for Public Health. I am able to apply the knowledge and skills acquired from these modules to my work in health promotion.*

*Marie A*

*2014*

Name

Practice Year

*Public Health Nurse*

*Community*

Role (position)

Practice Setting

**Instructions:** Create a learning plan for the standard indicator(s) that you have chosen from your *Self-Assessment Worksheet* to focus on this year. Indicate in the first column below, which standard indicator(s) you will focus on. Develop your learning objective(s) and list the learning activities you plan to accomplish. Record target dates (T) for each learning activity, and the date which indicates that the learning activity is completed (C). Evaluate your learning plan before beginning to assess your practice for the next practice year.

Standards of Practice Indicator number from Step 1	<p><b>Learning Objective</b></p> <p>What am I going to learn?</p>	<p><b>Learning Activities</b></p> <p>How am I going to learn?</p>	<p><b>Dates</b></p> <p>Targeted (T) Completed (C)</p>
2.5	<p>To learn more about the nurse-client relationship and assess my own practice</p> <p>To understand and apply principles of maintaining a therapeutic relationship</p>	<ul style="list-style-type: none"> <li>• Read the NANB Standard for the Therapeutic Nurse-Client relationship documents</li> <li>• Research current articles on the subject</li> <li>• Identify real situations from past home visits</li> <li>• Discuss and share concerns and questions with my PHN colleagues</li> <li>• Assess my own past practice</li> <li>• Journal my thoughts and learning throughout</li> </ul>	<p><i>Feb (T)</i> <i>Feb 6 (C)</i></p> <p><i>Feb(T)</i> <i>Mar 10 (C)</i></p> <p><i>Mar (T)</i> <i>Apr 15 (C)</i></p> <p><i>May (T)</i> <i>Jun 20 (C)</i></p> <p><i>Sept (T)</i> <i>Sept 16 (C)</i></p> <p><i>Ongoing</i></p>

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<i>Marie A</i>	<i>2014</i>
Name	Practice Year
<i>Public Health Nurse</i>	<i>Community</i>
Role (position)	Practice Setting

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**Evaluate My Learning:**

Did my learning activities make a difference to my practice? Please describe.

*This was a very good learning experience. I have learned that boundary issues are much broader than we think. I looked carefully at actions that I have taken in the past with families with many needs and would go about it differently in the future.*

*I feel better equipped to deal with future situations related to the nurse-client therapeutic relationship. I also think that my coworkers and I benefited from the discussions we had on the subject at the end of a work day.*



## **EXAMPLES OF COMPLETED WORKSHEETS**

### **Meet Ray F, Mental Health Nurse**

Ray has previously worked for five years in in-patient psychiatry, and now, in community mental health, for three years. He just moved to New Brunswick from Ontario six months ago, has registered with NANB, and is getting ready for the coming year.

Ray is adjusting to the differences in geography, services and mandates compared with his previous, rather urban, setting. He feels he needs to better understand the delivery of mental health services in a rural community and the roles and responsibilities of the various health disciplines.

Ray F

2014

Name

Practice Year

Mental Health Nurse

Community

Role (position)

Practice Setting

**Standards of Practice for Registered Nurses**

**1) Responsibility and Accountability**

*Each nurse is responsible for practising safely, competently and ethically and is accountable to the client, employer, profession and the public.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
1.1 I maintain current registration.	1	2	3	④	n/a	
1.2 I practise in accordance with relevant legislation, standards and employer policies.	1	2	③	4	n/a	
1.3 I practise in accordance with the <i>Code of Ethics for Registered Nurses</i> .	1	2	3	④	n/a	
1.4 I assume primary responsibility for continuing competence.	1	2	③	4	n/a	
1.5 I am answerable for nursing actions, decisions and professional conduct.	1	2	3	④	n/a	
1.6 I take measures to maintain fitness to practise such that client safety is not compromised.	1	2	③	4	n/a	
1.7 I recognize and take action in situations where client safety is actually or potentially compromised.	1	2	3	④	n/a	
1.8 I fulfill my duty to report.	1	2	3	④	n/a	
1.9 I advocate for and contribute to the development and implementation of policies, programs and practices relevant to the practice setting and the nursing profession.	1	2	③	4	n/a	

**Notes:**

*I am responsible for my own competence. However, I seek input and feedback from other team members. On occasion, I have asked my supervisor to shadow a client visit.*

Standards of Practice for Registered Nurses

**2) Knowledge-Based Practice**

*Each nurse practises using evidence-informed knowledge, skill and judgement.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
2.1 I maintain and enhance my knowledge and skills.	1	2	③	4	n/a	
2.2 I use critical inquiry in collecting and interpreting data, in determining and communicating client status, in planning and implementing the plan of care and in evaluating outcomes.	1	2	③	4	n/a	
2.3 I recognize and practise within my level of competence and seek additional knowledge and assistance when needed.	1	2	③	4	n/a	
2.4 I exercise reasonable judgement.	1	2	3	④	n/a	
2.5 I initiate, maintain and conclude the therapeutic nurse-client relationship.	1	2	③	4	n/a	
2.6 I assign and delegate nursing activities in accordance with client needs, the roles and competence of other providers and the requirements of the practice setting.	1	②	3	4	n/a	√
2.7 I support colleagues and students by sharing nursing knowledge and expertise.	1	2	③	4	n/a	
2.8 I maintain timely and accurate documentation.	1	2	③	4	n/a	
2.9 I contribute to and support the analysis, development, implementation and evaluation of best practice.	1	2	3	④	n/a	

**Notes:**

*2.6 Since I have moved from a different system in Ontario, I am learning a new model of service delivery using the skill mix of the providers we have (HSW, psychologist, SW, RN).*

*2.7 I have shared information from the Canadian Association of Psychosocial Rehabilitation Society (CAPSRS) and others have expressed an interest in joining too. I have not gone to a professional conference but I am taking courses on-line and a co-worker has recently signed up for one at Mohawk College.*

Standards of Practice for Registered Nurses

**3) Client-Centered Practice**

*Each nurse contributes to and promotes measures that optimize positive client health outcomes at the individual, organizational and system level.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all			Always		
3.1 I practise using a client-centered approach.	1	2	③	4	n/a	
3.2 I communicate effectively and respectfully with clients, colleagues and others.	1	2	3	④	n/a	
3.3 I assist clients in learning about the health care system and coordinate access to appropriate health care services.	1	2	3	④	n/a	
3.4 I engage in interprofessional and intersectoral collaboration.	1	2	③	4	n/a	
3.5 I use resources effectively and efficiently in the provision of nursing services.	1	2	③	4	n/a	
3.6 I support innovation by implementing and evaluating new knowledge and technology.	1	2	3	④	n/a	
3.7 I advocate for and contribute to quality professional practice environments.	1	2	③	4	n/a	

**Notes:**

*Respectful communication with all team members and the client is the basis for quality care.*

*Client goals are mutually agreed upon, and determined through discussion with the client.*

Standards of Practice for Registered Nurses

**4) Public Trust**

*Each nurse upholds the public’s trust in the profession.*

How does each standard of practice indicator apply to my practice?	Am I meeting expectations of this indicator consistently?					I will focus on this indicator this year
	Not at all		Always			
4.1 I demonstrate professional presence and model professional behaviour.	1	2	③	4	n/a	
4.2 I act as a moral agent in providing nursing services.	1	2	3	④	n/a	
4.3 I protect clients’ privacy and confidentiality.	1	2	3	④	n/a	
4.4 I endeavor to develop competence in nursing leadership.	1	2	③	4	n/a	
4.5 I advocate, individually and collectively, for healthy public policy and programs that are informed by the social determinants of health.	1	2	③	4	n/a	
4.6 I contribute to and support initiatives that improve the health system and population health.	1	2	3	④	n/a	
4.7 I participate in changes that inform and advance the profession of nursing in the interest of the public.	1	2	③	4	n/a	

**Notes:**

*I feel that maintaining client privacy and confidentiality is very important in creating a trusting relationship.*

*Ray F*

*2014*

Name

Practice Year

*Mental Health Nurse*

*Community*

Role (position)

Practice Setting

**Instructions:** Create a learning plan for the standard indicator(s) that you have chosen from your *Self-Assessment Worksheet* to focus on this year. Indicate in the first column below, which standard indicator(s) you will focus on. Develop your learning objective(s) and list the learning activities you plan to accomplish. Record target dates (T) for each learning activity, and the date which indicates that the learning activity is completed (C). Evaluate your learning plan before beginning to assess your practice for the next practice year.

Standards of Practice Indicator number from Step 1	<b>Learning Objective</b> What am I going to learn?	<b>Learning Activities</b> How am I going to learn?	<b>Dates</b> Targeted (T)  Completed (C)
2.6	To increase my knowledge of: a) the roles and responsibilities of the team members in order to make more appropriate referrals  b) models of treatment and care delivery in rural community mental health	<ul style="list-style-type: none"> <li>• Review organizational documents: job descriptions of team members: RN/ LPN/ HSW/ SW/ Psychologist/ Psychiatrist.</li> <li>• Facilitate discussion with current co-workers.</li> <li>• On-line and library search for information on collaborative practice service delivery modes in community mental health.</li> <li>• Discuss findings with colleagues.</li> </ul>	Mar (T) Feb (C)  May (T) Jun (C)  Mar(T) May (C)  May (T) Jun (C)

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Ray F	2014
Name	Practice Year
Mental Health Nurse	Community
Role (position)	Practice Setting

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**Evaluate My Learning:**

Did my learning activities make a difference to my practice? Please describe.

*When I reviewed the roles and responsibilities of disciplines, I realized that I over-estimated the scope and roles for Care Aides/HSWs and was perhaps less knowledgeable about the Social Work and psychology role than I thought. I also have a better sense of where our roles overlap as well as differ. Lately, I believe I am making more appropriate requests for input or actual services for clients based on this new appreciation.*

*The employer had a policy about what model of treatment delivery we were to use, but no one had ever been educated about it except the psychologist on the team. From looking at other models, we (the team) felt the differences between models are small. This did lead to a team request for formal training in the use of the designated model. No word yet on the employer's response. My personal studies will give me some information about it. For the coming year, I intend to ask the psychologist to coach me in this model.*

# Continuing Competence Program

# CCP

learning in action

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