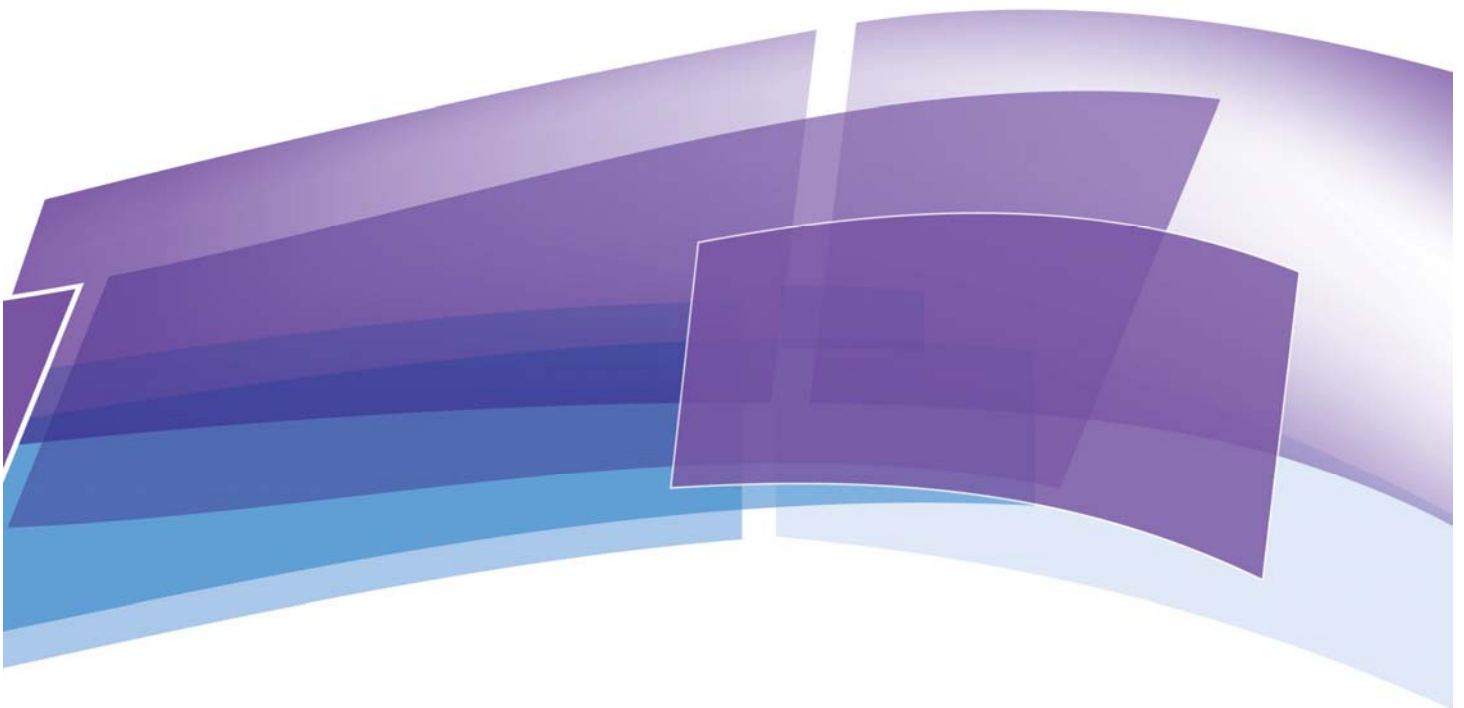




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Charge Nurse Self-Assessment Tool



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Introduction

This *Charge Nurse Self-Assessment Tool* is introduced to guide novice charge nurses to identify their learning and developmental needs and set SMART goals and objectives to enhance/strengthen their knowledge, skills, and attitudes in the role of charge nurse within the department of Nursing Affairs. The Assessment Tool was modified (with permission) from the Northern Ireland Practice and Education Council (NIPEC) for Nursing and Midwifery. Nursing Representatives from the Nurse Management Council (NMC) within KFSHRC (Gen. Org.), Jeddah Branch, were also involved in its development, in collaboration with Nursing Development & Saudization (NDS), with final approval through the Nurse Executive Council (NEC) as an appendix to the Charge Nurse Policy within the Department of Nursing Affairs.

The Charge Nurse Self-Assessment Tool

The following provide information for you on how to:

- Use the Competence Assessment Tool to assess yourself and get others to assess you
- Provide evidence of achievement for your individual development plan
- Use your assessment results to focus on your development needs, prepare for supervision meetings and support your career development.

The Tool is made up of four core competency domains (Figure 1) and relevant areas that are applicable for all charge nurses working in the inpatient acute care setting at KFSHRC (Gen. Org.), Jeddah Branch. Within each domain and competency area is a list of competence statements that you can use to assess yourself against and plan for your learning and development.

Figure 1: Charge Nurse Competency Domains



How will I benefit from using the Charge Nurse Assessment Tool?

The CN Assessment of Skills Tool can help you identify the knowledge, skills and attitudes required for your role. By undertaking a self-assessment you can use the results to identify areas which you find challenging and need further development in. The assessment tool can also enable you to focus on areas for career development.

How do I use this Tool?

The Competence Assessment Tool allows you to build up a picture of how you are performing in your role. It is up to you to decide how much of the Competence Assessment Tool you wish to use. You can assess yourself against as many or all of the competence statements within each domain. Look at the competence statements within each competency domain and area and assess yourself in terms of your learning and development needs using the rating scale.

LD	I need a lot of development
SD	I need some development
WD	I feel I am well developed
NA	Not applicable to my role

DOMAIN I: SAFE AND EFFECTIVE PRACTICE

Competence Area 1.1: Professional, ethical and legal

Rating Scale: LD I need a lot of development
 SD I need some development
 WD I feel I am well developed
 NA Not applicable to my role

KNOWLEDGE

LD SD WD N/A

1	Knowledge of professional accountability relating to own practice and that of team members.				
2	Knowledge of shared governance, risk assessment/management and incident reporting (QIS).				
3	Knowledge of relevant standards and policies relating to areas of practice e.g. vulnerable patients.				

SKILLS

LD SD WD N/A

1	Reports patient safety and quality related issues through QIS and other means of communication.				
2	Ability to reflect on own practice and adapt if necessary.				
3	Promotes and maintains the professional image of nursing.				
4	Appropriately challenges health care practice and advocates for patients on issues which could compromise the safety, privacy or dignity of patients.				
5	Ensures appropriate systems/processes are being implemented consistently amongst staff in a fair and just manner.				

ATTITUDES

LD SD WD N/A

1	Shows respect for ethical principles, professional accountability and responsibility.				
2	Values the importance of continued professional development in line with role and skills required to deliver safe and effective care.				

DOMAIN I: SAFE AND EFFECTIVE PRACTICE *(continued)*

Competence Area 1.2: Evidence based practice

Rating Scale: LD I need a lot of development
 SD I need some development
 WD I feel I am well developed
 NA Not applicable to my role

KNOWLEDGE		LD	SD	WD	N/A
1	Understanding of evidence based practice processes, e.g. data collection, audit, user involvement, research.				
2	Knowledge of principles and processes of reflective practice processes (RCA, SBAR, Case Studies, and Peer Reviews).				

SKILLS		LD	SD	WD	N/A
1	Develops a culture of evidence-based practice within unit.				
2	Ability to access and use information systems.				
3	Ensures critical incidents are dealt with in a timely and appropriate manner within a just culture.				
4	Networks with peers across professional groups within the organization promoting the exchange of knowledge, skills and resources.				
5	Promotes a culture of evidence based practice within the unit to enhance patient & family-centered care (e.g. member of professional organization, member of journal club).				

ATTITUDES		LD	SD	WD	N/A
1	Is committed to questioning the quality of care and has a desire for improvement.				
2	Values the importance of research and EBP development to ensure best practice.				

DOMAIN I: SAFE AND EFFECTIVE PRACTICE *(continued)*

Competence area I.3: Environment

Rating Scale: **LD** I need a lot of development
SD I need some development
WD I feel I am well developed
NA Not applicable to my role

KNOWLEDGE		LD	SD	WD	N/A
1	Knowledge policies in relation to Health and Safety, Infection Control, Environmental Risk Assessment.				
2	Understanding of strategies for the prevention of health care associated infection.				
3	Knowledge of standards for maintaining unit cleanliness and how to measure and address areas of concern.				

SKILLS		LD	SD	WD	N/A
1	Promotes a clean and safe environment by ensuring conformance with policies and procedures e.g. health and safety, healthcare associated infections and risk management.				
2	Assesses, manages and reports potential and actual risks; taking action as appropriate.				
3	Identifies and addresses all issues within the practice environment which impact on patient/client safety.				
4	Ensures the safety, storage and usage of all equipment is managed appropriately at unit level.				
5	Ability to interpret environmental audits and address issues/concerns which may arise from results.				
6	Recognizes and addresses the impact of the care environment on patient/client experience.				

ATTITUDES		LD	SD	WD	N/A
1	Shows commitment towards optimizing the health and safety of the care environment.				
2	Shows a belief that the environment created in the unit can affect the safety and quality of care.				

DOMAIN I: SAFE AND EFFECTIVE PRACTICE *(continued)*

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Competence area 1.4: Inter-professional working

Rating Scale: LD I need a lot of development
SD I need some development
WD I feel I am well developed
NA Not applicable to my role

#

KNOWLEDGE		LD	SD	WD	N/A
1	Knowledge of how inter-professional working can contribute to the delivery of safe and effective care.				
2	Awareness of the specific roles and responsibilities of each team member and the particular benefits and strengths which each brings.				
3	Knowledge of how to escalate concerns identified in relation to any member of the inter-professional team.				
4	Understanding of how to challenge inter-professional team members in an assertive manner.				
5	Knowledge of correct documentation of inter-professionals.				
6	Knowledge of how to effectively challenge inter-professional team members as necessary to ensure a safe and effective environment.				
7	Knowledge of how to collaborate effectively with members of the inter-professional team.				

SKILLS		LD	SD	WD	N/A
1	Promotes and supports effective teamwork within a inter-professional environment.				
2	Facilitates effective communication within the inter-professional team regarding patient care.				
3	Works in partnership with colleagues promoting the involvement of patients and caregivers.				
4	Ability to articulate and work towards shared goals through active involvement in inter-disciplinary teams.				

ATTITUDES		LD	SD	WD	N/A
1	Shows respect and commitment to inter-professional team.				

DOMAIN 2: ENHANCING THE PATIENT EXPERIENCE

Competence area 2.1: Patient & family-centered care

Rating Scale: **LD** I need a lot of development
SD I need some development
WD I feel I am well developed
NA Not applicable to my role

KNOWLEDGE		LD	SD	WD	N/A
1	Knowledge of principles underpinning Patient & family-centered care e.g. respect, autonomy, shared decision-making, therapeutic relationships.				
2	Understanding and valuing of cultural preferences, health beliefs and behaviors.				
3	Awareness of how the spiritual needs of patients (Crescent of Care Model) can influence and impact on their care.				
4	Knowledge of a range of methods for engaging with and responding to patients & family to ensure they have a positive experience.				
5	Knowledge of how to adapt your style of communication to the needs and abilities of individuals.				

SKILLS		LD	SD	WD	N/A
1	Promotes a caring environment by: preserving a culture of patient & family-centered care, taking account of equality and diversity issues, and providing patients & family with opportunities to be partners in their care.				
2	Identifies opportunities to develop care and services by ensuring that there are effective systems in place to ascertain patient & family experience/feedback.				
3	Ensures patient & family compliments and complaints are managed in line with organizational policy.				

ATTITUDES		LD	SD	WD	N/A
1	Shows commitment to the ideal that every patient/client is an individual and deserves to be treated as such.				
2	Shows respect for the belief that the patient & family should remain at the center of all interventions by the inter-professional team.				

DOMAIN 2: ENHANCING THE PATIENT EXPERIENCE *(continued)*

Competence area 2.2: Coordination of the patient journey

Rating Scale: **LD** I need a lot of development
SD I need some development
WD I feel I am well developed
NA Not applicable to my role

KNOWLEDGE		LD	SD	WD	N/A
1	Knowledge of the necessary processes required to optimize the patient journey.				
2	Knowledge of appropriate pathways and protocols relevant to patient population.				
3	Knowledge of the requirements and processes necessary to support timely patient admission, transfers and discharge.				

SKILLS		LD	SD	WD	N/A
1	Identifies patient needs through the evaluation of appropriate assessments.				
2	Ensures continuity of care including timely access to relevant services.				
3	Plans, communicates, collaborates and co-ordinates the patient journey to ensure a smooth transition to other settings, achieving a safe effective discharge, involving Interdisciplinary teams as required.				
4	Ensures relevant patient & family education are provided, including appropriate materials that address language, disabilities and cultural beliefs.				

ATTITUDES		LD	SD	WD	N/A
1	Shows a belief that the patients experience extends beyond the unit/department setting.				
2	Is committed to involving all those within the wider setting who may contribute positively to the patient experience.				

DOMAIN 2: ENHANCING THE PATIENT EXPERIENCE *(continued)*

Competence area 2.3: Patient & family involvement

Rating Scale: **LD** I need a lot of development
SD I need some development
WD I feel I am well developed
NA Not applicable to my role

KNOWLEDGE		LD	SD	WD	N/A
1	Knowledge of the methods and channels that can be utilized to engage with patient and family to involve them in care processes.				
2	Awareness of the ethical issues relating to patient and family involvement.				
3	Awareness of available materials that can be utilized to impart patient & family education, which reflect the individual's preferences and learning style, making use of interpreter services if appropriate.				

SKILLS		LD	SD	WD	N/A
1	Communicates in a way that is meaningful to the patient and caregivers.				
2	Responds positively and objectively to criticism from patients/caregivers without personalizing or internalizing comments.				
3	Demonstrates an ability to reflect on how individual and team practice impacts on patients and caregivers.				

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ATTITUDES		LD	SD	WD	NA
1	Shows genuine respect for the views of patients and caregivers.				
2	Upholds an ethos of patient & family-centered care.				

DOMAIN 3: LEADERSHIP AND MANAGEMENT

Competence area 3.1: Role model

Rating Scale: LD I need a lot of development
 SD I need some development
 WD I feel I am well developed
 NA Not applicable to my role

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KNOWLEDGE		LD	SD	WD	NA
1	Understanding of how to consult, involve, influence and lead the team and others.				
2	Knowledge of the principles and processes of facilitating learning in practice, including mentoring and coaching.				
3	Knowledge of advanced interpersonal skills.				

SKILLS		LD	SD	WD	NA
1	Ability to lead the delivery of a safe care, influencing and facilitating change within the unit.				
2	Acts as a role model, creating a culture which supports and empowers staff to contribute to the delivery of safe and effective, patient & family-centered care.				
3	Ability to co-ordinate nursing interventions, influencing clinical decisions and monitoring the quality of care.				
4	Demonstrates effective interpersonal skills.				
5	Demonstrates clear visibility to the team and others.				
6	Fosters a culture of enquiry that is supportive and facilitative, encouraging ideas and recommendations to improve care and practices.				

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ATTITUDES		LD	SD	WD	NA
1	Shows a willingness to develop the knowledge and skills of others.				
2	Shows willingness to provide effective leadership to support the work of nurses and other health care professionals.				
3	Shows a belief that the role of Charge Nurse is pivotal in influencing the quality of the care setting.				

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DOMAIN 3: LEADERSHIP AND MANAGEMENT *(continued)*

Competence area 3.2: Develop team performance

Rating Scale: **LD** I need a lot of development
SD I need some development
WD I feel I am well developed
NA Not applicable to my role

KNOWLEDGE		LD	SD	WD	NA
1	Knowledge of possible resources to support learners and learning and awareness of how to access these.				
2	Knowledge of conflict resolution and mediation strategies.				

SKILLS		LD	SD	WD	NA
1	Demonstrates availability to staff.				
2	Effectively communicates and actively engages with the team through meetings, reports, and clinical supervision.				
3	Supports the learning and development of all staff including students, by creating an environment that supports effective learning and development.				
4	Manages the nursing team effectively, to comply with relevant organizational policies and standards of practice.				
5	Ensures an appropriate skill mix on duty, which affords opportunities for staff development.				
6	Actively promotes and supports reflective practice post RRT/Code situations, patient falls, medication errors, adverse reactions etc.				
7	Demonstrates the ability to manage conflicts, disputes and difficult situations.				
8	Ability to delegate in a supportive and appropriate manner.				
9	Ability to develop decision making skills within the team.				
10	Proactively engages in team building to enhance performance, satisfaction and quality of care.				

ATTITUDES		LD	SD	WD	NA
1	Displays an attitude of inclusion which respects and values all team members and raises staff morale.				
2	Is receptive to change and accepts questioning as a positive aspect of team leadership.				

DOMAIN 3: LEADERSHIP AND MANAGEMENT *(continued)*

Competence area 3.3: Manage the unit environment

Rating Scale: **LD** I need a lot of development

SD I need some development

WD I feel I am well developed

NA Not applicable to my role

KNOWLEDGE		LD	SD	WD	NA
1	Knowledge of the factors which impact on effective staff scheduling and skill mix when planning, allocating, managing and leading the team.				
2	Understanding of the level of control and responsibility the Charge Nurse has for the wider unit/department team (e.g. ward clerks and housekeeping).				
3	Knowledge of the factors that influence nursing workload and approaches to workload measurement within the unit.				

SKILLS		LD	SD	WD	NA
1	Displays organizational skills necessary to manage the day to day running of the unit in a flexible and efficient manner.				
2	Ability to articulate concerns regarding service delivery in an effective manner within the unit.				
3	Effective use of relevant information technology.				
4	Ensures that systems are in place to deal with emergencies and unforeseen events.				
5	Ability to schedule staff effectively.				
6	Ability to prioritize conflicting demands in the unit.				
7	Delegates appropriate responsibility to ensure the delivery of a safe and effective service.				

ATTITUDES		LD	SD	WD	NA
1	Shows a belief that all those employed in health care can contribute positively to the patient/client experience.				

DOMAIN 3: LEADERSHIP AND MANAGEMENT *(continued)*

Competence area 3.4: Effective use of resources

Rating Scale: **LD** I need a lot of development
SD I need some development
WD I feel I am well developed
NA Not applicable to my role

KNOWLEDGE		LD	SD	WD	NA
1	Knowledge of systems and processes for effectively managing stock and supplies.				

SKILLS		LD	SD	WD	NA
1	Contributes to budget control and management within the unit, to ensure services are managed in accordance with yearly financial instructions (e.g. charging of supplies; weekly inventory of equipment and supplies, and annual inventory).				
2	Carries out effective management of resources under shifting priorities to meet expected results within time, budget and quality standards (e.g. overtime utilization vs. timeback).				
3	Ability to quickly re-allocate resources and reset priorities in response to unexpected events.				
4	Relies on goal setting and performance measurement to monitor and enhance staff performance.				
5	Works within allocated resources, yet has ability to challenge constructively, with reference to policy if necessary.				

ATTITUDES		LD	SD	WD	NA
1	Shows a commitment towards effectively managing resources and achieving statutory financial targets (e.g. OT estimations for the year).				
2	Demonstrates an attitude of respect when challenging allocation of resources.				

DOMAIN 4: DELIVERY OF ORGANIZATIONAL OBJECTIVES

Competence area 4.1: Continuous quality improvement

Rating Scale: **LD** I need a lot of development
SD I need some development
WD I feel I am well developed
NA Not applicable to my role

KNOWLEDGE

LD SD WD NA

1	Knowledge of how to use relevant quality indicators to measure, monitor and evaluate practice.				
2	Awareness of how to use practice improvement methodologies including FOCUS PDCA (plan, do, check, act).				
3	Knowledge of measuring for improvement and interpreting causes of variation.				
4	Knowledge of how to access and use relevant information systems.				

SKILLS

LD SD WD NA

1	Fosters a culture of continuous quality improvement through the use of audit, supervision, personal reflection and patient feedback on practice by self and other members of the team.				
2	Displays organizational skills in capturing information pertaining to quality measures within the unit.				
3	Identifies and acts upon the need for change.				
4	Applies critical thinking and analytical skills incorporating critical reflection towards patient care and services provided.				

ATTITUDES

LD SD WD NA

1	Shows willingness to promote, develop and maintain continuous quality improvement.				
2	Shows willingness to participate in innovations in health care.				

DOMAIN 4: DELIVERY OF ORGANISATIONAL OBJECTIVES *(continued)*

Competence area 4.2: Service improvement, development and modernization

Rating Scale: LD I need a lot of development
 SD I need some development
 WD I feel I am well developed
 NA Not applicable to my role

KNOWLEDGE		LD	SD	WD	NA
1	Knowledge of techniques to support effective problem solving.				
2	Knowledge of how to gather, interpret and articulate evidence which can be used to inform/underpin service improvement.				

SKILLS		LD	SD	WD	NA
1	Reviews processes / practices to ascertain if there are better ways of working to enhance patient care / service delivery.				
2	Ability to interpret and apply policy directives to own area of work, identifying areas for change, monitoring, supporting and guiding others in relation to service issues.				
3	Networks with peers across professional groups promoting the exchange of knowledge, skills and resources.				
4	Develops proactive and positive working relationship with colleagues.				

ATTITUDES		LD	SD	WD	NA
1	Shows motivation and commitment to the development of services.				
2	Has a questioning attitude to practice and is receptive to change.				

DOMAIN 4: DELIVERY OF ORGANISATIONAL OBJECTIVES *(continued)*

Competence area 4.3: Staff Management

Rating Scale: LD I need a lot of development
 SD I need some development
 WD I feel I am well developed
 NA Not applicable to my role

KNOWLEDGE

LD SD WD NA

1	Knowledge of factors that have a positive impact on the behavior and performance of staff and team.				
2	Understanding of organizational policies and procedures and their application in relation to staff management.				

SKILLS

LD SD WD NA

1	Ensures there is appropriate skill mix and staffing levels to match patient care needs.				
2	Recognizes staff stressors including workload pressures which may have a negative impact on the unit.				
3	Motivates and supports staff to strive to deliver a safe and effective service while working within allocated resources.				
4	Liaises with Nurse Manager on all professional nursing issues.				
5	Participates in the recruitment and interviewing of staff.				
6	Participates in staff retention activities within the unit.				

ATTITUDES

LD SD WD NA

1	Shows willingness to provide leadership to support nursing workforce.				
2	Shows commitment to patient-centered and quality care, provided by competent staff within safe working environment.				

This *Charge Nurse Assessment Tool* is used/modified (with permission) from the Northern Ireland Practice and Education Council (NIPEC) for Nursing and Midwifery.

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