



**STANDARDS
OF
PRACTICE
FOR
ENROLLED NURSES
AND
NURSE ASSISTANTS**

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INTRODUCTION

Enrolled Nurses and Nurse Assistants in New Zealand work in public and private health settings and their area of practice may vary, depending on the context, the clientele and the complexity of nursing care required.

Nurse Assistants may practise only in a specific designated area of practice (aged care or aged care and rehabilitation). Apart from those registered from overseas who are registered without conditions.

All enrolled nurses and nurse assistants individually, and those working collaboratively are accountable for their practice and professional development.

Application of these standards of practice can assist enrolled nurses and nurse assistants from beginner to the accomplished level to provide a safe and professional nursing service to their clients. The NZNO National Enrolled Nurse Section envisages all enrolled nurses and nurse assistants will take these standards of practice to their workplaces to be implemented within their own practice and the organisation's policies.

The National Enrolled Nurse Section Standards of Practice for Enrolled Nurses were first launched at our Annual Conference in 2001 and received unanimous support.

This year we have reviewed our Standards of Practice to incorporate Nurse Assistants and the "Foundations for Partnership" which relates to Te Tiriti o Waitangi and the NZNO and Te Runanga o Aotearoa commitment to partnership.

We acknowledge and are thankful for the contributions from enrolled nurses, nurse assistants and NZNO's professional nursing advisors and Te Runanga o Aotearoa.

Robyn Hewlett
Chairperson
NZNO National Enrolled Nurse Section
2007

PHILOSOPHY

Nursing is a specialised expression of caring, concerned primarily with enhancing the abilities of individuals and groups to achieve their health potential within the realities of their life situations.

ENROLLED NURSES:

- practice nursing which is safe, legal, effective and which will respond to the holistic and changing health needs of clients, in collaboration with registered nurses and other health professionals, so their client's rights are protected and enhanced.
- are responsible and accountable as professionals, maintaining current nursing knowledge for the delivery of safe, quality care within appropriate ethical and legal parameters.
- respect an individual's cultural identity, values, beliefs and spirituality.
- integrate and practise within the articles of Te Tiriti o Waitangi
- are individually and collectively responsible for their own professional development while promoting the position, role and scope of enrolled nurse/nurse assistant nursing practice.

NATIONAL ENROLLED NURSE SECTION

ENROLLED NURSE SCOPE OF PRACTICE

ENROLLED NURSES:

- deliver professional ethical nursing care and education to persons across the life span in hospital and community settings.
- provide nursing care for people who have stable and predictable health outcomes in collaboration with registered nurses and midwives
- work collaboratively with other registered health professionals and health workers
- are accountable for their nursing actions
- understand and practice competently in accordance with legislation, to their level of knowledge and experience.

Relevant sections from the HPCA Act 2003

Key provisions

7. unqualified person must not claim to be health practitioner

- (1) A person may only use names, word, titles, initials, abbreviations, or descriptions stating or implying that the person is a health practitioner of a particular kin if the person is registered, and is qualified to be registered, as health practitioners of that kind.
- (2) No person may claim to be practising a profession as a health practitioner of a particular kind or state to do anything that is calculated to suggest that the person practises or is willing to practise a profession as a health practitioner of that kind unless the person
 - (a) is a health practitioner of that kind; and
 - (b) holds a current practising certificate as a health practitioner of that kind.(Every person commits an offence punishable on summary conviction by a fine not exceeding \$10,000 who contravenes this section)

8. Health practitioners must not practise outside scope of practice

- (1) Every health who practises the profession in respect of which he or she is registered must have a current practising certificate issued by the responsible authority.
- (2) No health practitioner may perform a health service that forms part of a scope of Practice of the profession in respect of which he or she is registered unless he or she is
 - (a) is permitted to perform that service by his or her scope of practice, and

(b) performs that service in accordance with any conditions stated in his or her scope of practice.

(3) Nothing in subsection (1) or subsection (2) applies to a health practitioner who performs health services –

(a) in an emergency; or

(b) in the course of examination, assessment, or competence review required or ordered by the responsible authority.

(4) Every person commits an offence punishable on summary conviction by a fine not exceeding \$10,000 who contravenes subsection (1) or subsection (2).

STANDARD ONE

Enrolled Nurses and Nurse Assistants are accountable for their practice.

PROCESS

Enrolled Nurses and Nurse Assistants will:

- 1.1 Practice in an active partnership with tangata whenua (Māori) and all clients
- 1.2 Work within their scope of practice, based on current nursing knowledge, professional judgement, experience and competence, within their area of practice and job description.
- 1.3 Practice according to authorised ethical codes, including NZNO Code of Ethics.
- 1.4 Address ethical issues using an appropriate nursing ethical framework.
- 1.5 Enable students and colleagues to address ethical issues using an appropriate nursing ethical framework within a supportive environment.
- 1.6 Function within relevant legislation, meeting statutory requirements.
- 1.7 Identify, respond to and document adverse events.
- 1.8 Participate in continuous quality improvement.
- 1.9 Demonstrate evidence of application of research in practice.
- 1.10 Provide documentation that meets legal requirements, is consistent, effective, timely, accurate and appropriate.
- 1.11 Uses competent clinical judgement to implement all aspects of the nursing process, ensuring appropriate care.

OUTCOMES

- Te Tiriti o Waitangi Article 1 Kawanatanga / governance is implemented in nursing practice. First 3 Articles would be implemented
- Enrolled Nursing and Nurse Assistant practice is clinically and culturally safe, ethical, legal, effective and research based and is responsive to holistic changing health needs of clients / family / whānau / hapū / iwi.

EVALUATION GUIDELINES

Enrolled Nurses and Nurse assistants will:

- Hold a current practising certificate.
- Monitor incidents, and report to the appropriate persons, and document appropriately.
- Meet statutory requirements.
- Ensure generic standards applied realistically to specific areas; they are available, known to enrolled nurses and nurse assistants and complied with.
- Seek client feedback on delivery and service provided.
- Show evidence of application of nursing ethical framework.
- Reflect and evaluate practice in both formal and informal ways.
- Complete competency-based certification e.g. CPR, basic IV certification for enrolled nurses.
- Show evidence of applying research to practice.
- Show evidence that the Principles of Te Tiriti o Waitangi are being met and in delivery of nursing cares.

STANDARD TWO

Within their scope of practice, Enrolled Nurses and Nurse Assistants are responsible for the safety and well-being of their client group

PROCESS

Enrolled Nurses and Nurse Assistants will:

- 2.1 Respect, support and encourage cultural values of clients, including traditional values, as identified by the client and/or their family/whanau.
- 2.2 Respect and support cultural and traditional values of tangata whenua (Māori) and ensure that Kaupapa Māori research methods are used when tangata whenua (Māori) participate in research.
- 2.3 Work in partnership with tangata whenua (Māori) in the development and implementation of nursing practice standards and quality improvement activities.
- 2.4 Participate in the development and implementation of standards of nursing education and practice through ongoing improvement. Apply current nursing knowledge using a documented systematic approach to meet the stated needs of clients / family/ whānua / whanau / hapū / iwi / community.
- 2.5 Demonstrate respect for clients / family / whānau / hapū / iwi / community spiritual beliefs and values.
- 2.6 Apply current nursing knowledge using a documented systematic approach to meet the stated and needs of clients / family / whānau / hapū / iwi.
- 2.7 Ensure that Kaupapa Māori research methods are used when tangata whenua (Māori) participate in research.
- 2.8 Identify hazards and participate in developing and implementing a risk management plan through continuous quality improvement.
- 2.9 Appropriately challenge health care practice which could compromise client / family / whānau / hapū / iwi safety, privacy or dignity.
- 2.10 Respect a client's right to participate in an activity that may involve a degree of risk, with the client being fully informed. Take steps to minimise the degree of risk.
- 2.11 Respect a client's right to live and die in dignity.
- 2.12 Demonstrate competency in clinical and technical skills.

OUTCOMES

- Te Tiriti o Waitangi / Treaty of Waitangi Article 2 Rangatiratanga/self – determination and Article 3 Oritetanga/equity are reflected in enrolled nurse and nurse assistant nursing practice.
- The Enrolled Nurse and Nurse Assistant creates/maintains a safe context in which client / family / whānua / hapū / iwi community relationships, values, views and decisions are respected and upheld through a therapeutic holistic relationship.

EVALUATION GUIDELINES

Enrolled Nurses and Nurse Assistants will:

- Participate in audits to ensure adequate assessment of client needs.
- Provide evidence of participation in effective risk management programme.
- Provide evidence that they understand and implement the articles of Te Tiriti o Waitangi and/or demonstrates culturally-safe nursing care.
- Provide client / family / whānau / hapū/ iwi community feedback that shows enrolled nurses and nurse assistants practise cultural and spiritual safety.
- Provide client / family / whānau / hapū / iwi / community feedback that shows that enrolled nurses and nurse assistants facilitate client options and choices.
- Provide evidence that they participated in an audit in quality improvement.
- Provide evidence that they participated in an audit of cultural safety, through everyday nursing interactions e.g. communication skills, client feedback

STANDARD THREE

Enrolled Nurses and Nurse Assistants are responsible for entering into and maintaining a professional relationship / partnership with clients / family / whānau / hapū / iwi / community, colleagues and employers

PROCESS

Enrolled Nurses and Nurse Assistants will:

- 3.1 Acknowledge tangata whenua (Māori) as Te Tiriti o Waitangi partners.
- 3.2 Work alongside in partnership with tangata whenua (Māori) to support Mātauranga (Māori ways of knowing), Māori research methods, beliefs and values are upheld.
- 3.3 Use expertise and a specialised expression of caring unique to nursing in all interactions from initiation to termination of the relationship / partnership.
- 3.4 Use an appropriate nursing framework to assess and determine client health status and the outcomes of nursing intervention and document appropriately.
- 3.5 Develop rapport to negotiate relationship / partnership in the delivery of nursing care and health care.
- 3.6 Acknowledge and integrate clients / family / whānau / hapū / iwi / community expectations of delivery of nursing care and health care.
- 3.7 Listen, discuss, educate and provide options so that clients / family / whānau / hapū / iwi / community are able to make informed choices.
- 3.8 Advocate for optimal health care for clients / family / whānau / hapū / iwi / community, colleagues and employers.
- 3.9 Enter into and maintain partnerships with colleagues and employers to ensure best practice standards are met and maintained.
- 3.10 Audit the effectiveness of relationships/partnerships and make appropriate interventions as required.

OUTCOMES

- Te Tiriti o Waitangi / Treaty of Waitangi Article 1 Kawanatanga / governance, Article 2 Rangatiratanga / self determination, Article 3 Oritetanga / equity and Article 4 Wairuatanga / spiritual freedom will be reflected in enrolled nurse and nurse assistant nursing relationship / partnership

- Clients / family / whānau / hapū / iwi community benefit from enrolled nurse and nurse assistant experience and enrolled nurses and nurse assistants specialised expression of caring.
- Enrolled nurses and nurse assistant practice develops within the context of a negotiated professional relationship / partnership with clients / family / whānau / hapū / iwi / community
- Enrolled nurses and nurse assistant practice has a holistic approach to individual / family / whānau / hapū/ iwi / community needs.
- Enrolled nurses and nurse assistants are proactive in the planning, implementation and evaluation of services in partnership with clients / family / whānau / hapū / iwi / community, colleagues and employers.
- Relationships / partnerships reflect effective communication.

EVALUATION GUIDELINES

Enrolled Nurses and Nurse assistants will:

- Demonstrate partnership with tangata whenua (Māori).
- Ensure nursing records / research demonstrate client involvement in care planning, delivery and evaluation.
- Demonstrate effectiveness of interactions with colleagues and health care team
- Ensure that client / family / whānau / hapū / iwi / community provide feedback on quality of nurse/client relationships.
- Provide evidence of nurse representation on relevant health planning groups.
- Ensure consumer input into health service planning, e.g. membership of groups, circulation of information.
- Provide evidence of their participation in nurse-provided health promotion and health education programmes.
- Will discuss with clients / families / whanau / hapu / iwi / community to ensure that there has been consistency in the information / education provided and document appropriately.
- Discuss with clients / families / whānau / hapū / iwi / community that informed consent was given for all nursing interactions.
- Provide evidence of nursing performance appraisal and review.

STANDARD FOUR

Enrolled Nurses and Nurse Assistants are committed to ongoing professional development

PROCESS

Enrolled Nurses and Nurse Assistants will:

- 4.1 Within their scope of practice, reflect directly the impact of Te Tiriti o Waitangi on the health outcomes of tangata whenua (Māori).
- 4.2 Work towards and support education pertaining to Māori Health in consultation with tangata whenua (Māori).
- 4.3 Invest time, effort and other resources into maintaining and expanding knowledge and skills required for competent practice and ongoing professional development.
- 4.4 Contribute to the education of colleagues and students.
- 4.5 Actively participate in professional organisations and activities.
- 4.6 Control and participate in the regular evaluation of nursing practice.
- 4.7 Critique and apply research in their practice.
- 4.8 Engage in creative and innovative approaches to ensure best practice standards are met.
- 4.9 Be a role model to colleagues, students, health professionals and others.
- 4.10 Use reflection to critically analyse their practice.
- 4.11 Engage in peer review as part of the ongoing professional development of self and colleagues.
- 4.12 Provide evidence of ongoing education.

OUTCOMES

- Te Tiriti o Waitangi is an integral part of enrolled nurse and nurse assistant education and practice.
- Tangata whenua (Māori) have guardianship over Māori knowledge.
- Enrolled nurse and nurse assistant practice is based on current nursing knowledge, research and experience to ensure best practice.

- Enrolled nurse and nurse assistant practice is influenced by discussion of professional issues through professional networking.
- Enrolled nurse and nurse assistant practice is evaluated to ensure continuous quality improvement in the delivery of nursing and health care.

EVALUATION GUIDELINES

Enrolled Nurses and Nurse Assistants will:

- Demonstrate integration of the articles of Te Tiriti o Waitangi into professional development.
- Provide evidence of ongoing education e.g. certificates, in-service education conference and professional journals.
- Provide evidence of professional development planning.
- Provide evidence of participation in performance appraisal.
- Progress goals set as part of their performance appraisal process.
- Show evidence of self and peer review of competence.
- Demonstrate use of nursing networks and membership of groups e.g. NZNO National Enrolled Nurse Section.
- Provide evidence of research critique and application.
- Mentor and support other nurses and colleagues.
- Provide evidence of innovative and creative approaches to practice.

STANDARD FIVE

Enrolled Nurses and Nurse Assistants manage resources efficiently and effectively to meet health needs

PROCESS

Enrolled Nurses and Nurse Assistants will:

- 5.1 Consult with tangata whenua (Māori) to ensure that taonga/resources as identified by the client / family / whānau / hapū / iwi / community are used appropriately.
- 5.2 Work in partnership with client / family / whānau / hapū / iwi / community to define health needs to contribute to effective resource management, ensuring positive health outcomes.
- 5.3 Contribute where appropriate to designing, implementing and evaluating workload measurement and negotiate so that appropriate resources are obtained to meet client needs.
- 5.4 Through workforce development, identify nurse workforce needs and respond accordingly in order to maintain appropriate skills and mix of staff.
- 5.5 Obtain the necessary resources to support nursing practice and make the best use of resources available in the provision of client care.
- 5.6 Participate in, facilitate and monitor resource utilisation reviews and respond to review findings.
- 5.7 Identify and appropriately document inadequate or unsafe resources and act to improve these.
- 5.8 Participate and facilitate in technological assessment, use and review appropriately.
- 5.9 Participate in decision making processes that affect health needs/resources.

OUTCOMES

- Te Tiriti o Waitangi / the Treaty of Waitangi will be reflected in the management of resources.
- Enrolled nurses and nurse assistants will manage resources efficiently and effectively in meeting health needs.
- Resources are provided at the right time, quality and quantity to meet client / family / whānau / hapū / iwi / community needs.

- Enrolled nurses and nurse assistants know and understand the needs of their client / family / whānau / hapū / iwi / community population.
- Enrolled nurses and nurse assistants participate in resource planning to meet the changing needs of the client / family / whānau / hapū / iwi / community population.
- Enrolled nurse and nurse assistant practice is supported by appropriate skill mix and numbers.

REFERENCES

New Zealand Nurses Organisation, Standards of Practice, 2003, Third Edition

Nursing Council of New Zealand, Scopes of Practice, 2004

Nursing Council of New Zealand, Competencies for the Nurse Assistant and the Enrolled Nurse Scope of Practice, June 2005.

GLOSSARY

<i>Accountability</i>	The acceptance of rights and responsibilities of conduct and behaviour. It is the acceptance of responsibility to self, profession, client, employer and the community as a whole.
<i>Client</i>	An individual, whānau / hapū / iwi / family group or community who are consumers of nursing services.
<i>Community</i>	The potential client base served by a specific health service.
<i>Competence</i>	Effective performance in a defined area of Practice.
<i>Competent</i>	Displaying attitudes, knowledge and skills appropriate for practice as a nurse.
<i>Critique</i>	Evaluate underlying assumptions, merits and limitations.
<i>Cultural Safety / Kawa Whakaruruhau</i>	A manner which affirms, respects and fosters the cultural expression of the recipient. This usually requires nurses to have undertaken a process of reflection on their own cultural identity and to have learned to practise in a way that affirms the culture of clients and nurses. Unsafe cultural practice is any action that demeans, diminishes or disempowers the cultural identity and well being of an individual. (Ramsden, 1990)
<i>Ethical Issues</i>	Ethical issues fall into two distinct categories: ethical violations and ethical dilemmas. An ethical violation involves the neglect of a moral obligation, e.g. a nurse who fails to provide care to a client because of the client's race. An ethical dilemma arises when ethical reasons both for and against a course of action are present, e.g. resuscitation of a client.
<i>Hapū</i>	Sub-tribe (made up of a group of whānau)
<i>Health</i>	"Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity." World Health Organisation 1948.
<i>Health Status Indicators</i>	(i) Objective measures including mortality, life expectancy by ethnicity, morbidity and disability.

- (ii) Subjective measures including social and mental well-being
- (iii) Factors influencing health status including demography, lifestyle and human behaviour.

(National Health Status Measures, 1989, Department of Statistics, Wellington)

Iwi

Tribe (made up of a group of hapū)

Kawa Whakaruruhau

See Cultural Safety

Nurse

Includes a nurse practitioner, registered nurse, enrolled nurse, nurse assistant or any other group, on the register of the Nursing Council of New Zealand under the provisions of the Health Practitioners Competence Assurance Act 2003.

Nursing

Nursing is a specialised expression of caring concerned primarily with enhancing the abilities of individuals and groups to achieve their health potential within the realities of their life situations.

Nursing Practice

Nursing practice is using knowledge in a direct relationship with clients or working in nursing management, nursing administration, nursing education, nursing research, nursing professional advice or nursing policy development roles, which impact on public safety.

Outcome

A result of an intervention which brings about change.

Partnership

In regards to the “foundation for Partnership” within NZNO, partnership reflects the relationship between two parties – tangata whenua (Māori) as the indigenous peoples of Aotearoa and others.

Professional Development

Formal and informal education which contributes to nurses; personal knowledge, skills and experience.

Quality

Quality represents all the features of a health service that have a bearing on its ability to meet best practice standards and the stated or implied needs of clients.

<i>Resource Utilisation Review</i>	A systematic process for reviewing the way resources are allocated and used, with efficiency and effectiveness being the main criteria.
<i>Risk Management</i>	A systematic approach to identifying, monitoring and reducing risks in health care provision.
<i>Safety</i>	Protection from physical, environmental, cultural, emotional, spiritual, sexual, ethical, legal and psychological harm.
<i>Systematic Approach</i>	An organised sequence of nursing actions e.g. assessment, needs identification, planning, implementation and evaluation of outcomes.
<i>Tangata whenua</i>	Indigenous people of Aotearoa.
<i>Technology Assessment and Review information</i>	Systematic assessment of the impact on care and health of technology and methods e.g. systems, diagnostic and treatment methods, product and drug use.
<i>Te Tiriti o Waitangi / The Treaty of Waitangi</i>	Agreement between the Crown and Tangata Whenua/Māori Iwi signed in 1840.
<i>Whānau</i>	Extended family, may be up to five generations.
<i>Workforce Development</i>	Any initiative that influences entry to and exit from the health and disability sectors, education, training, skills, attitudes, rewards and the associated infrastructure.