

approaches to improve patient care and work environment.

- Leads teams effectively, through communication, supporting, and motivation of nurses and other healthcare professionals to accomplish their duties and meet expectations.
- Delegates and provides supervision to team members according to their competence.
- Participates in mentorship and coaching of junior staff and students with an aim to improve practice, patient care and the profession.
- Resolves disputes with respect and impartiality and uses sufficient communication skills to attain resolution.
- Seeks ways to advance nursing autonomy and accountability.
- Contributes as appropriate to national and local health policy development, implementation, and evaluation.

Domain Four (b): Coordination and Task Prioritisation

Specific to Nurse Technicians

Nurses play a significant role in coordinating patient care. As patients transition to different healthcare services and different healthcare providers, good coordination and task prioritization are the most important competencies that nurses should possess (Karam et al., 2021). Thus, good time management and leading patient care are crucial fundamental skills.

Standard 1: The nurse technician shall demonstrate care coordination and task prioritisation abilities throughout nursing care management tasks in a professional manner that supports continuity of care and safe patient care.

Competencies

- Recognises the importance of nurses in maintaining care priority and care coordination abilities to promote safety and quality care.
- Displays accountability for delegated tasks and accepts responsibility for completing given work and communicates regarding completed and unfinished tasks.

- Demonstrates the capacity to adjust to difficult situations in order to attain priority care goals.
- Demonstrates critical thinking skills in providing prioritised care to patients and enabling coordination for continuity of care.
- Demonstrates the ability to function as part of a team to ensure safe patient care.
- Recognises one's own limitations and obstacles and collaborates with nursing specialists, colleagues and other health professionals to improve care quality.
- Escalates patient care concerns appropriately.

Domain Five: Quality and Safety Management

Quality management in health care work functions to reduce errors and improve patient care. The safety and effectiveness of treatment are two of the most critical measures of quality. Nurse-sensitive indicators are measures that reveal the nursing structure that is evaluated based on education and skill level and by several nursing staff members. Safety is defined as a reduced risk of harm to healthcare providers and patients through individual performance and the effectiveness of the system (QSEN, 2007; Zaitoun, Said & de Tantillo, 2023). Nurses must ensure that safety is paramount by understanding, maintaining and establishing a safety culture that involves assessing, planning and evaluating patient care while appropriately using technology to provide accurate, well-interpreted information.

Standard 1: The nurse shall maintain high-quality and safe nursing care standards and evaluate the quality and effectiveness of care provided.

Competencies

- Promotes a healthy and culturally safe practice environment.
- Practices in accordance with approved national /organizational quality standards and guidelines reflecting recognized evidence-based best practices that ensures patient safety and outcomes.
- Demonstrates accountability for maintaining a safe culture for both the individual and the system.
- Demonstrates responsibility in communicating observations or concerns related to hazards and errors involving patients, families or the healthcare team.