

families and communities to maintain and promote health.

- Seeks understanding based on socio-cultural values, beliefs and preferences.
- Identifies strategies to promote self-management ability.

Domain Seven: Communication and Information Technology

Communication is simply the act of transferring information from one place, person or group to another. While Information technology is defined as the application of information processing systems, comprising both computer hardware and software, to manage, access, exchange, and utilize healthcare information, data, and knowledge, enabling enhanced communication and informed decision-making in the healthcare sector (Pailaha, 2023). By employing information technology skills nurses can communicate effectively and translate care throughout the system to ensure patient centred care focusing on safety, effective care coordination, education, proactive performance, timely access of information and cost-effective resource utilisation. The nurse is also expected to maintain effective communication and interaction with patients and their families, maintaining respect with a focus on optimising patients' outcomes and satisfaction.

Standard 1: The nurse shall recognise the importance of effective and efficient communication with patients and other healthcare providers in all verbal, non-verbal and written forms of communication.

Competencies

- Initiates and develop trusted relationships with patients, families and the community through use of appropriate communication, listening, and interpersonal skill.
- Maintains confidentiality at all times.
- Applies clear, concise, practical, electronic, non-electronic, written, verbal and non-verbal communication skills appropriate to the needs of individuals/groups.
- Values the effects of psychological, physiological, developmental, spiritual and cultural influences on one's own ability to communicate.
- Displays rapport with individuals/groups to enhance their ability to express feelings in an appropriate context.
- Accepts the responsibility of establishing appropriate alternative communication methods for individuals/groups who cannot verbalise their needs.

- Utilises appropriate handover processes and ensures clarity and confidentiality of shared patient information.
- Recognises the importance of communicating new information and revisions to members of the healthcare team as necessary.
- Appreciates the transparency and respect required when communicating with healthcare providers, patients, families and the community.
- Demonstrates honesty, integrity and respect in all professional interactions.

Standard 2: The nurse shall demonstrate proficiency in the use of information technology, data systems and tools that support and enhance the quality and healthcare delivery.

Competencies

- Recognises the importance of utilising information technology within the healthcare system.
- Utilises different communication and documentation tools and both electronic and non-electronic systems.
- Acquires information technology skills required to provide patient care and applies these technologies to nursing interventions.
- Appreciates the use of technology as a tool to improve patient safety and quality of care.
- Demonstrates ability to analyses patient data accurately and comprehensively and implement appropriate care plan focusing on safety and quality care.

Domain Eight: Continuing Professional Self-Development

Professional self-development is a lifelong process. It involves evaluating and improving skills and knowledge. Self-directed learning described as the process in which individuals take the initiative, with or without the help of others, for diagnosing their learning needs, formulating learning goals, identifying human and material resources for learning, choosing and implementing appropriate learning strategies and evaluating learning outcomes (Brunt and Morris, 2022).

Thus, it is essential for each nurse to engage in professional development after graduation to acquire new knowledge and competence to practise effectively in