

- 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.

- Appreciates the importance of transparency in communications with patients, families and healthcare teams regarding safety and adverse events.
- Monitors, documents and reports deterioration in patient condition accurately and punctually to the healthcare team.
- Provides care that aims to avoid preventable errors and patient harm.
- Values quality improvement activities and team collaboration as essential parts of enhancing care and practice.

Standard 2: The nurse shall maintain safe practices while providing nursing care for oneself, patients and the healthcare team.

Competencies

- Maintains an environment that promotes patients' safety, independence, quality of life and health without violating their rights.
- Applies safety measures and guidelines/standards in one's practice.
- Displays effective use of technology and standardised practices that support safe practices.
- Completes safety surveys and error reporting to improve the overall reliability of a complex system.
- Complies with infection control and risk management practices and policies .
- Ensures a safe environment by identifying and reducing actual and potential hazards and risks in compliance with standards /policies for health and safety at work.
- Performs risk management analysis and system enhancement to reduce the risk of harm to oneself and others.