

Component IV: Systems

Module A: Operations

Topic 4: Policy and Procedures

I. Statement of Purpose

To provide the learner with an understanding of the differences between the process for developing policies/procedures and standardized protocols in the ambulatory care setting.

II. Terminology

1. Standardized Protocols
2. Policy and Procedure
3. Regulatory Agency
4. CCR (California Code of Regulations)
5. BRN (Board of Registered Nursing)

III. Performance Standards

1. Spell and define key terms
2. Identify the important factors to be considered when developing a well-written Policy and Procedure Manual
3. Discuss how standardized protocols/procedures expand the scope of practice of the registered nurse practicing in the ambulatory care setting, as well as any considerations for limitations in practice.

IV. References

1. Laughlin, C.B., (2006) *Core Curriculum for Ambulatory Care Nursing*, (Second Ed.) Pitman, NJ: AACN.
2. Lloyd, R. (2004) *Quality Health Care: A Guide to Developing and Using Indicators*, Boston, MA: Jones and Bartlett Publishers.

Content Outline Theory Objectives	Suggested Learning Activities/Evaluation
<p>Objective 1 Spell and define key terms</p> <ul style="list-style-type: none"> A. Review all terms. B. Spell terms accurately. C. Pronounce terms correctly. D. Use the terms in their proper context. 	<p>Explain each term to the class, using the correct context, giving an example for each as it relates to the ambulatory care setting.</p>
<p>Objective 2 Identify the important factors to be considered when developing a well-written Policy and Procedure Manual</p> <ul style="list-style-type: none"> A. Development of Policies / Procedures: Similar to the process utilized in the acute care setting. Many of the same regulatory agencies oversee clinical operations in both the hospital and ambulatory care settings. Policies and Procedures in ambulatory care must meet state and federal laws and regulatory compliance as well as professional standards of care. Policies are considered the guiding principles of the organization to meet long term goals while procedures are related to the policies but are more customer/user-focused and are more related to the day-to-day operation of an organization. Procedures should be evidence-based, incorporating relevant research results and applicable specialty standards of care. Policies used in clinical practice should also include relevant scope of practice standards. Policies and procedures are one of the mechanisms used by an organization to hold everyone accountable for following organizational processes. B. Writing Policies and Procedures Well-written Policies and Procedures are an important guide to daily practice and serve as a valuable resource to individuals in the ambulatory care center. A well-written policy should: <ul style="list-style-type: none"> 1. Identify the individual(s) for whom the policy is applicable 2. Be clear and concise with simple, easily understood language without the use of acronyms or abbreviations 3. Be readily accessible 4. Be easily updated when changes occur in research, practice or organizational process 5. Have a consistent format making accessing specific 	<p>Identify four internet sites, including one applicable to clinical practice and one not in healthcare that provides information that would be important to consider when developing policies and procedures in the ambulatory care setting.</p> <p>Discuss a situation in your career when organizational policy/procedure had an impact on your ability to provide excellent customer service and what a feasible solution was/would be to this situation.</p> <p>Identify and discuss the important resources/regulatory agencies or laws that would need to be consulted when developing a policy about providing care to a minor seeking care for a sexually transmitted illness.</p>

<p>information within the policy easy</p> <ol style="list-style-type: none"> 6. Be easy to follow, with a logical sequence for all steps outlined 7. Be understandable by even the most novice individual to whom the policy applies 8. Identify any adverse effects that would prevent the user from continuing 9. Identify the resources utilized in the development of the policy/procedure <p>C. Policies and Procedures are not always followed and deviation increases the potential for error and risk to patient safety. The most common reasons identified for not following Policy/Procedure includes:</p> <ol style="list-style-type: none"> 1. Out of date, do not reflect current practice/regulatory standards 2. Too long and/or difficult to follow 3. Difficult to find 4. Too generic 	
<p>Objective 3 Discuss how standardized Protocols/Procedures expand the scope of practice of the registered nurse practicing in the ambulatory care setting as well as any considerations for limitations in practice.</p> <p>A. Standardized Protocols/Procedures: Standardized Procedures give legal authority for a nurse to perform duties outside the usual scope of an RN, which would otherwise be considered the practice of medicine. In the ambulatory care setting, these may be utilized for both urgent (administering medication without a physician present in an emergency) or non-urgent (ordering and performing laboratory tests) situations. The process for standardized procedures in California is outlined in the Business and Professions Code of California, Nursing Practice Act (NPA) Section 2727 and clarified in the California Code of Regulations (CCR 1480). A standardized procedure must outline the situation, under which these duties may be performed, the exact duties that may be performed as well as the required training and education necessary for an individual who is to perform these functions. The process for writing and approval of standardized protocols/procedures can be found at http://www.rn.ca.gov/pdfs/regulations/npr-b-20.pdf</p> <ol style="list-style-type: none"> 1. <u>Guidelines and Limitations</u>: Each standardized procedure should: <ol style="list-style-type: none"> a. Be in writing, dated and signed by the organized health care system personnel authorized to approve 	<p>Explain the directions provided by the Board of Registered Nursing when writing a standardized procedure</p> <p>Divide into groups and prepare a presentation to the rest of the class about developing a standardized procedure to be used in the ambulatory care clinic when caring for:</p> <ol style="list-style-type: none"> 1) a child having a severe anaphylactic reaction to peanuts 2) an adult patient complaining of chest pain 3) a diabetic teenager who collapses in the waiting room prior to her appointment 4) A toddler who presents without an appointment with fever and symptoms of a urinary tract infection.

<ul style="list-style-type: none">it.b. Specify which standardized procedure functions registered nurses may perform and under what circumstances.c. State any specific requirements which are to be followed by registered nurses in performing particular standardized procedure functions.d. Specify any experience, training, and/or education requirements for performance of standardized procedure functions.e. Establish a method for initial and continuing evaluation of the competence of those registered nurses authorized to perform standardized procedure functions.f. Provide for a method of maintaining a written record of those persons authorized to perform standardized procedure functions.g. Specify the scope of supervision required for performance of standardized procedure functions, for example, telephone contact with the physician.h. Set forth any specialized circumstances under which the registered nurse is to immediately communicate with a patient's physician concerning the patient's condition.i. State the limitations on settings, if any, in which standardized procedure functions may be performed.j. Specify patient record-keeping requirements.k. Provide for a method of periodic review of the standardized procedures. <p>2. The safety of the patient is protected by these guidelines. It is considered gross negligence, anytime a nurse performs a skill under a standardized procedure for which he/she is not competent. This individual would be subject to discipline by the Board of Registered Nursing for his/her negligent actions.</p>	
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