



# COMPETENCIES FOR NURSE AUDIOMETRISTS

## Unit 1 Uses Multiple Approaches to Decision Making

Element	Performance Criteria	Evidence
1.1 Analyses the client situation	<ul style="list-style-type: none"> <li>a) Typical patterns of client responses are identified</li> <li>b) Important aspects of the situation are recognised</li> <li>c) Qualitative distinctions are made based on the nurse's previous experience</li> <li>d) Possible and probable consequences of the client situation are considered</li> <li>e) Focus is maintained when multiple concurrent stimuli are presented</li> </ul>	<p>The Nurse Audiometrist utilises previous experience to control each interview situation</p> <p>Professionally endorsed forms are used when undertaking client interviews</p> <p>The client is informed that they are an equal partner in their care</p>
1.2 Uses multiple approaches to gather data about the client and situation	<ul style="list-style-type: none"> <li>a) Nurse's assessment skills which are highly context specific and highly developed are used</li> <li>b) Additional clinical evidence is sought to validate clinical decisions</li> <li>c) Strategies are initiated to confirm or disconfirm data from additional sources</li> <li>d) Expert opinion is obtained as required</li> <li>e) Systematic and focused surveillance that detects subtle changes in the situation is used to develop an assessment record appropriate to the context</li> </ul>	<p>All policies and procedures for Nurse Audiometry services are followed to obtain valid results</p> <p>The Nurse Audiometrist uses best practice guidelines and reflective practice when making clinical decisions about client care</p> <p>The Nurse Audiometrist incorporates health information data from other health professionals when planning care</p> <p>Clients are referred for further management where indicated</p>
1.3 Uses interpretive skills to make nursing decisions	<ul style="list-style-type: none"> <li>a) Data from all sources are integrated</li> <li>b) Previous experiences are used to inform decisions</li> <li>c) Attention is directed to high priority issues</li> <li>d) Particular client's potential needs or problems are anticipated</li> <li>e) Information is interpreted with reference to a particular client context</li> </ul>	<p>In conjunction with the client, a nursing diagnosis is made following comprehensive assessment, taking into consideration all aspects of the client</p>

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<p>1.4 Initiates a plan of care to address client needs/problems</p>	<ul style="list-style-type: none"> <li>a) Priorities in nursing care are identified quickly using context specific knowledge</li> <li>b) Refers and incorporates data from other health professionals when planning care</li> <li>c) Specific strategies are selectively implemented based on expected outcomes</li> <li>d) Classification for decision and care strategies is articulated</li> <li>e) The development of the care plan accommodates the abilities and resources of clients</li> <li>f) The plan is appropriately documented and communicated</li> </ul>	<p>Health care and other professionals' interventions with the client care are considered when delivering the hearing service</p> <p>All hearing result forms including action plans are completed using accepted clinical terminology and are explained to the client in a clear and culturally appropriate manner</p>
<p>1.5 Makes nursing decisions in complex situations</p>	<ul style="list-style-type: none"> <li>a) Risk analysis is used to inform nursing decisions</li> <li>b) Parameters for client safety are identified</li> <li>c) Nursing decisions are justified in the specific context</li> <li>d) Effects of autonomous decisions are monitored</li> <li>e) Decisions are made with the client, based on client's expressed needs</li> <li>f) Action is based on experience and clinical judgement within statutory and common law when the client's decision contravenes safe practice</li> </ul>	<p>The Nurse Audiometrists develops and abides by standards and practices which reflect occupational health and safety and infection control within the hearing service</p> <p>Through discussion with the client and their family/carer, the Nurse Audiometrist assists the client to identify, prioritise and develop networks and strategies for their own health care needs</p> <p>All care plans are documented and a copy is given to the client</p>

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## Unit 2

### Manages the Care of Individuals and Groups

Element	Performance Criteria	Evidence
2.1 Organises own workload	<ul style="list-style-type: none"> <li>a) Workload is negotiated with colleagues and nurse manager</li> <li>b) Priorities for care and appointments are based on need and optimal time for intervention</li> <li>c) Priorities are re-ordered to manage crisis in workload</li> <li>d) A range of tasks is undertaken simultaneously</li> <li>e) Provision is made to facilitate the practice of colleagues</li> <li>f) Time management strategies are implemented to achieve optimum care</li> </ul>	<p>The Nurse Audiometrist organises own appointments for hearing services and allows sufficient time to conduct all procedures required for individual clients including documentation and care plans</p> <p>Clients deemed to need urgent assessment will be given priority</p> <p>Mentorship and supervision is provided for colleagues as required and where extra support for colleagues is identified</p>
2.2 Undertakes integrated client care activities	<ul style="list-style-type: none"> <li>a) Care delivered is derived from accurate comprehensive and current contextualised knowledge base</li> <li>b) Nursing intervention utilises accepted principles</li> <li>c) Protocols are utilised to guide rather than direct practice</li> <li>d) Nursing care is performed with precision, dexterity and efficiency</li> <li>e) Flexible and creative approaches developed in challenging situations</li> <li>f) Rationales are developed for the choice of nursing action</li> <li>g) Implements proactive strategies to address potential client complications</li> <li>h) Constructive responses are made to unexpected or rapidly changing situations</li> <li>i) Client response and behavior are monitored throughout each intervention and care adjusted appropriately</li> <li>j) Care normally provided by</li> </ul>	<p>The Nurse Audiometrist practices according to policies and procedures developed for community nurse audiology hearing services</p> <p>Nurse Audiometrists decisions made regarding client care, are based on current clinical evidence obtained via experience and the mastery of a broad professional knowledge in community nurse Audiology</p> <p>The Nurse Audiometrist offers the client/carer a range of options for care, based on current best practice evidence and documents all decisions made by the client and the health professional</p> <p>Protocols are developed for the Nurse Audiometrist to utilise when situations develop during intervention that indicate a change in the client's health status</p>

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	<p>other health professionals is based on prior collegial consultation</p>	
<p>2.3 Promote involvement of the client as a participant in the process of care</p>	<ul style="list-style-type: none"> <li>a) The client is consulted at all stages of care</li> <li>b) Client's needs are met through planned and opportunistic activities</li> <li>c) Strategies are implemented that reflect regard for personal dignity, individual potential and integrity of the dependent individual</li> <li>d) Client access to appropriate physical resources is facilitated</li> <li>e) A high level of sensitivity is used to identify within a range of options where a client can make changes</li> </ul>	<p>The Nurse Audiometrist provides hearing assessments, client education, information and appropriate interventions and referrals as part of the hearing service</p> <p>The client is involved in all decisions made regarding the need for devices to assist with hearing health and a range of same is available for the client to discuss with the Nurse Audiometrist</p> <p>The client's decision for treatment is documented and respected by the Nurse Audiometrist</p>
<p>2.4 Educates the client to facilitate the attainment, maintenance and restoration of optimal health and well being</p>	<ul style="list-style-type: none"> <li>a) Principles of learning and teaching appropriate to client development are used as the basis of education programs</li> <li>b) Client teaching is based on accurate and current knowledge with due regard for client safety</li> <li>c) Appropriate learning resources are made available to the client</li> <li>d) Opportunities for client education that arise during the course of care are maximised</li> <li>e) Consistent positive reinforcement is provided within the context of the client's culture, both formally and informally</li> </ul>	<p>The Nurse Audiometrist utilises each and every occasion of service to provide culturally appropriate education regarding optimal hearing health care for both the client and their carers/family</p> <p>All education information provided in both written and verbal format is documented in the client's health file</p> <p>Written resource material relating to the hearing service is provided in languages appropriate to the local population</p>

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<p>2.5 Promotes continuity of care</p>	<ul style="list-style-type: none"> <li>a) Client records are maintained to enhance continuity of care</li> <li>b) Work distribution is negotiated to promote continuity of care</li> <li>c) Results of investigative procedures are pursued to inform on-going care</li> <li>d) Knowledge of systems and resources is used to negotiate optimal continuum of care for the client</li> <li>e) All information needed for continuity of care is transmitted using a range of media</li> </ul>	<p>The Nurse Audiometrist records all contacts with the client in a central file which is used by all other health professionals.</p> <p>Results of all interventions are used to determine health care plans</p> <p>Nurse Audiometrists refer clients to other health professionals as required to ensure optimum and appropriate client health care</p>
<p>2.6 Evaluates progress towards expected outcomes and reviews plans in accordance with evaluation data</p>	<ul style="list-style-type: none"> <li>a) Data collection relevant to the client's health needs/problems is continued</li> <li>b) The relevance or impact of additional data on clinical nursing decisions is identified</li> <li>c) Clinical nursing decisions are reviewed on the basis of relevant data</li> <li>d) Effectiveness of nursing care is assessed in relation to planned outcomes</li> <li>e) Client response and behavior are monitored throughout each intervention and care adjusted accordingly</li> </ul>	<p>Statistics on hearing services are collected in each hearing service</p> <p>Information obtained from these statistics are used to direct client care and management</p> <p>Information obtained from other health professionals regarding client health care is recorded in client file</p> <p>Each client intervention is recorded in their file along with the expected outcome</p> <p>Nurse Audiometrists determine the course of action in association with the client, based on reflective and best practice guidelines</p>
<p>2.7 Evaluates the effectiveness of activities of other health care professionals in terms of client responses</p>	<ul style="list-style-type: none"> <li>a) Client needs are negotiated with other health professionals</li> <li>b) Alternative avenues to meet client needs are used when confronted with obstructive practices</li> </ul>	<p>The Nurse Audiometrist consults with other health professionals where necessary to ensure optimum health outcomes</p> <p>The Nurse Audiometrist recognises the right of the client to choose alternate forms of treatment</p>

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## Unit 3

### Engages in Collaborative Practice to Achieve Client Outcomes

Element	Performance Criteria	Evidence
3.1 Consults with a range of health care professionals	<ul style="list-style-type: none"> <li>a) Collaborative relationships with other nursing colleagues and health professionals are developed and maintained</li> <li>b) Various health care professionals are consulted and referred to as required to enhance client's specific health needs</li> <li>c) Uses outcomes of consultation to negotiate care</li> <li>d) Collaborative practice within the nursing profession is promoted and facilitated</li> </ul>	<p>The Nurse Audiometrist utilises the various skills of other health professionals when determining optimum hearing health care of the client</p> <p>The Nurse Audiometrist refers when the hearing problem is beyond their level of expertise</p> <p>The Nurse Audiometrist meets regularly with other Nurse Audiometrists to provide professional support and develop local policies for hearing services</p>
3.2 Participates in multidisciplinary clinical decision making	<ul style="list-style-type: none"> <li>a) The client's perspective is actively pursued and their care requirements are clearly identified using context specific knowledge and experience</li> <li>b) Accurate feedback on client needs is provided to the health care team</li> <li>c) Recommendations related to client care needs are made utilising multi-agency and interdisciplinary lines where indicated</li> </ul>	<p>The Nurse Audiometrist documents clinical history, all assessments undertaken and management plans for client hearing health care</p> <p>The Nurse Audiometrist develops a client hearing health care plan in conjunction with the client/carer</p> <p>The Nurse Audiometrist collaborates with other health professionals where required</p>
3.3 Facilitates collaborative activity	<ul style="list-style-type: none"> <li>a) A desired outcome is established through team work where every opportunity for discussion is encouraged and differing opinions are acknowledged</li> <li>b) Plans are communicated to all involved and strategies are employed to promote self esteem with the health team</li> <li>c) Care is delegated within team member's level of competence</li> <li>d) Requests for assistance from other staff members is given a considered response</li> </ul>	<p>The Nurse Audiometrist initiates discussion with other health care professionals as required to ensure optimum client outcomes</p> <p>The Nurse Audiometrist provides professional support to peers and other health professionals</p> <p>The Nurse Audiometrist uses specific skills and knowledge to assist other health professionals as requested</p>

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## Unit 4 Provides a Supportive and Professional Environment for Colleagues

Element	Performance Criteria	Evidence
4.1 Establishes positive relationships with colleagues	<ul style="list-style-type: none"> <li>a) The level of expertise of the nurse is respected</li> <li>b) A rapid response is provided when nursing colleagues require assistance</li> <li>c) The well being of staff is promoted</li> <li>d) Respect for colleagues is demonstrated</li> </ul>	The specific skills and experience of Nurse Audiometrists is utilised by other members of the health care facility and requests for assistance by colleagues is provided in a timely manner Support for Nurse Audiometrists is promoted through a range of communication strategies and the specific skills of colleagues is recognised through consultation and referral
4.2 Acts to support staff in stressful situations	<ul style="list-style-type: none"> <li>a) Debriefing sessions are arranged as appropriate</li> <li>b) Strategies to enhance coping mechanisms are implemented</li> <li>c) Environment is provided which facilitates the expression of feeling</li> <li>d) Strategies are implemented to defuse a confronting situation</li> </ul>	Nurse Audiometrists use case discussion, teleconference and other means of communication when difficulties are encountered which has the potential to cause stress to colleagues confronted by adverse situations
4.3 Encourages participation in continuing education	<ul style="list-style-type: none"> <li>a) Areas for professional growth are identified</li> <li>b) Avenues for participation in continuing education are identified</li> <li>c) Positive feedback is provided for achievement</li> <li>d) Assistance is provided in meeting learning needs</li> </ul>	Through workshops and conferences conducted by the professional organisation, peer review and staff appraisals, areas for professional growth, continuing education and learning needs are identified and actioned within an agreed specified time frame by the Nurse Audiometrist
4.4 Facilitates the development of colleagues' practice	<ul style="list-style-type: none"> <li>a) Guidance is provided to less experienced nurses in clinical decision making</li> <li>b) Clinical teaching opportunities are optimised</li> <li>c) Case allocation is negotiated according to individual expertise</li> <li>d) Assistance is provided in the prioritisation and organisation of care</li> <li>e) Reflection on practice is used to evaluate and develop practice</li> </ul>	Accredited Nurse Audiometrist clinical supervisors act as mentors and role models for student Nurse Audiometrists and they use reflection on practice as part of the student's professional development A range of mechanisms including one to one, group workshops, conferences and professional newsletters are utilised to enable the development and enhancement of clinical practice

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<p>4.5 Acts as a positive role model for colleagues</p>	<ul style="list-style-type: none"> <li>a) Reflection on practice is modeled to enhance others' learning</li> <li>b) Explanation for nursing decisions are linked to concepts</li> <li>c) Client outcomes which reflect best practice are demonstrated</li> <li>d) Responsibility for the orientation of new staff is accepted as part of the professional role</li> </ul>	<p>Nurse Audiometrists in training practice under the guidance of accredited clinical supervisor Nurse Audiometrists Best practice models for optimal client outcomes are used in clinical decision making. These are included in all policy and procedure manuals relating to Nurse Audiometry practice and are used as a teaching tool when assisting other Nurse Audiometrists in their learning</p>
<p>4.6 Assess learning needs of colleagues related to their scope of practice</p>	<ul style="list-style-type: none"> <li>a) An appropriate framework is used to assess staff learning needs</li> <li>b) Discussion is initiated with staff related to identified learning needs</li> <li>c) Learning needs which arise from changing work practices, technology, legislation are identified</li> </ul>	<p>Peer Review and Performance Appraisal is conducted on a regular basis that incorporates future learning needs of Nurse Audiometrists Conferences are annually evaluated to assess the ongoing learning needs of Nurse Audiometrists Nurse Audiometrists subscribe to the professional newsletter, attend annual conference and clinical workshops to familiarise themselves with changes in practice, technology and legislation</p>
<p>4.7 Initiates strategies to promote the learning of colleagues and others</p>	<ul style="list-style-type: none"> <li>a) Innovative teaching/learning strategies that enhance learning opportunities for colleagues are initiated</li> <li>b) Preparation is undertaken to effectively fulfil mentoring and preceptorship roles</li> <li>c) Access to learning resources for colleagues is facilitated</li> <li>d) Opportunities are provided to enable nursing colleagues to reflect on practice</li> </ul>	<p>Training in preceptorship and mentoring skills is provided by the professional organisation for clinical supervisors to equip Nurse Audiometrists with the skills necessary to precept and mentor student Nurse Audiometrists and other colleagues. A hearing service resource manual provides information on available learning material and list where to access further information from a range of organisations and facilities</p>

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<p>4.8 Participates in performance management activities for colleagues and others</p>	<ul style="list-style-type: none"> <li>a) Assessment activities are completed</li> <li>b) Feedback based on assessment is provided</li> <li>c) Performance strengths and areas for improvement are identified</li> <li>d) The role of advisor to colleagues and others is adopted</li> <li>e) Strategies are implemented to ensure compliance with minimum standards</li> </ul>	<p>Built into the regularly conducted Peer Review and Performance Appraisal are systems that recognise if minimum standards of care are being met, strengths and areas for improvement are identified.</p> <p>Feedback on performance is given both orally and in written format and Nurse Audiometrists are directed to and encouraged to access the most appropriate source to obtain skills in identified need areas</p>
<p>4.9 Acts as a consultant to colleagues</p>	<ul style="list-style-type: none"> <li>a) Requests for assistance in client care are met</li> <li>b) Opportunities to disseminate information are created</li> </ul>	<p>Forums such as case discussion, annual conference, clinical workshops and formal and informal discussion are provided to colleagues</p> <p>Information is disseminated through the professional newsletter/website and conferences</p>

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## Unit 5 Manages the Utilisation of Staff and Physical Resources

Element	Performance Criteria	Evidence
5.1 Delegates activities to other nurses	<ul style="list-style-type: none"> <li>a) Activities delegated are commensurate with the nurse's abilities and role statement</li> <li>b) Expectations, responsibility and accountability are explained</li> <li>c) Opportunities are used for staff to develop clinical skills</li> <li>d) Delegation of care to students is related to their abilities and learning needs</li> <li>e) Delegated nursing care is supervised</li> <li>f) Assistance is provided where required</li> </ul>	<p>Accredited supervisor Nurse Audiometrists assist in the training and supervision of student Nurse Audiometrists</p> <p>Nurse Audiometrists in consultation with the student, determine the level of responsibility given to the student Nurse Audiometrist as the student's skills develop</p>
5.2 Negotiates for optimum staff resources to meet client needs	<ul style="list-style-type: none"> <li>a) Actual and potential alterations in client activity are identified</li> <li>b) Staff/skill mix is negotiated with management</li> <li>c) Provision of health care is modified to accommodate staff skills</li> <li>d) The impact of staffing on ability to deliver quality health care is reported to and/or negotiated with management</li> <li>e) The model of health care delivery is evaluated and modified to accommodate staffing levels</li> </ul>	<p>Nurse Audiometrists collect statistics relating to the hearing service and these are utilised to assist in directing staffing levels</p> <p>Where gaps in service are determined, protocols are in place to fill these gaps with appropriately trained Nurse Audiometrist</p>
5.3 Uses physical resources to optimal use	<ul style="list-style-type: none"> <li>a) Resource use is based on clinical decision making</li> <li>b) Alternate resources are used appropriately</li> <li>c) Cost benefit analysis is made to evaluate resources</li> <li>d) Expert advice is sought regarding the appropriate use of resources</li> </ul>	<p>All audiometric equipment used in the hearing service is calibrated annually and replaced every 10 years and new equipment purchases are made based on recent research conducted on the equipment to ensure effective equipment is used</p>

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## Unit 6 Engages in Ethically Justifiable Nursing Practice

Element	Performance Criteria	Evidence
6.1 Engages in ethical decision making	<ul style="list-style-type: none"> <li>a) The elements of a moral dilemma are identified</li> <li>b) A systematic approach to any ethical decision making is used</li> <li>c) Decision making is informed by the appropriate ethical framework</li> <li>d) Decisions are ethically defensible</li> </ul>	The Nurse Audiometrist advises all clients and their carers of the range of options available to them regarding their health care based on best practice evidence in hearing health care
6.2 Bases nursing action on ethical decisions	<ul style="list-style-type: none"> <li>a) Nursing actions comply with the Professional Code of Practice</li> <li>b) Nursing actions are justified with reference to the Code of Ethics</li> </ul>	The Nursing Code of Ethics and Professional Code of Practice is reflected in Nurse Audiometrists clinical practice and is included in the policy and procedure manual
6.3 Engages in ethical debate	<ul style="list-style-type: none"> <li>a) Ethically defensible interventions are promoted</li> <li>b) Contemporary ethical issues impinging on nursing are debated</li> <li>c) Discussion of situations involving ethical dilemmas is initiated</li> <li>d) Opposing viewpoints on ethical issues are accepted</li> <li>e) Resolutions of ethical dilemmas is achieved by mediation as necessary</li> </ul>	Interventions which provide the best outcome for the client are encouraged and documented, however the right of the client and their carer to choose different options for health care are respected

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## Unit 7 Advocates and Protects the Rights of Individuals or Groups

Element	Performance Criteria	Evidence
7.1 Acts to maintain the rights of individuals/groups	<ul style="list-style-type: none"> <li>a) Explanations are provided of the rights of individual/groups in the health care setting</li> <li>b) The client is provided with relevant information about identity and roles of health care providers</li> <li>c) Advice is provided to individuals/groups about their rights relevant to the context</li> <li>d) Individuals/groups are actively supported when they are seeking to exercise their rights</li> <li>e) Interaction with the client reflects a non-judgmental, accepting manner</li> <li>f) Appropriate members of the health care team are advised of the client's expressed needs, preferences and decisions</li> <li>g) Client control is assisted by skilful advocacy, consultation, planned individual care and protection of rights</li> </ul>	<p>All clients who are assessed at the hearing service are advised by the Nurse Audiometrist of their rights as a consumer of the health service</p> <p>The Nurse Audiometrist provides advocacy for their clients during individual consultation and during case management discussions</p> <p>All decisions made by the client are documented in their file or in electronic client Data Base</p>
7.2 Acts to ensure confidentiality of information	<ul style="list-style-type: none"> <li>a) Discussions about individuals or groups are restricted in location and to members of the health team</li> <li>b) Use of any information that may identify the client is avoided unless it is required for client care</li> <li>c) Individual permission is sought for the disclosure of any information not immediately relevant to the provision of care</li> <li>d) Privacy is maintained when information is being obtained from a client</li> <li>e) The client is advised of his or her right to confidentiality</li> <li>f) Records and written information are located in a secure area</li> </ul>	<p>The Nurse Audiometrist abides by legal obligations to hold all client information as confidential</p> <p>Nurse Audiometrist interview clients within a closed room and health information is recorded onto the relevant hearing forms and enclosed in the client's file or in electronic client Data Base</p> <p>All client files are stored in the locked filing area or in electronic client Data Base within the health service following intervention</p> <p>The client/carers written permission is obtained whenever the result of hearing assessments are to be sent to a third party</p>

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<p>7.3 Advocates the rights of individuals/groups</p>	<ul style="list-style-type: none"> <li>a) Structures, policies or practices which inhibit individuals/groups from exercising their rights are identified</li> <li>b) Alternatives are argued which facilitate clients' exercising their rights</li> <li>c) These alternatives are referred to the appropriate units for consideration</li> <li>d) The rights of special interest groups are supported through professional activities</li> <li>e) Advocates on behalf of the client who is unable to exercise their own rights</li> </ul>	<p>The Nurse Audiometrist recognises the specific needs of the Deaf and hearing impaired persons within their communities and works with these groups to ensure that their needs are not compromised</p> <p>Meeting facilities within the health service are fitted with appropriate devices to enable the Deaf and hearing impaired access to services</p> <p>Nurse Audiometrists assesses in the development and support of groups with special hearing health needs and acts as advocate to these groups</p>
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## Unit 8

### Engages in Activities to Improve Nursing Practice

Element	Performance Criteria	Evidence
8.1 Uses relevant theoretical frameworks to inform nursing practice	<ul style="list-style-type: none"> <li>a) Practice is grounded in a sound nursing theoretical framework</li> <li>b) A contribution is made to nursing knowledge through reflection on practice</li> <li>c) Theoretical frameworks from relevant disciplines are used</li> </ul>	Nurse Audiometrists undertake specific journal searches and incorporate recent and relevant research findings into their hearing health practice
8.2 Uses research to inform nursing practice	<ul style="list-style-type: none"> <li>a) Research is used to validate current nursing practices</li> <li>b) Research is critically evaluated</li> <li>c) Research findings are incorporated into nursing practice</li> <li>d) Research findings are disseminated to colleagues</li> </ul>	Recent and relevant research is discussed at professional meetings of Nurse Audiometrists and disseminated through the professional association's quarterly newsletter
8.3 Contributes to the process of nursing research	<ul style="list-style-type: none"> <li>a) Issues/problems in nursing practice are identified as a basis for research</li> <li>b) A contribution is made to the conduct of approved research</li> <li>c) Opportunities to participate in research are taken</li> <li>d) Others are encouraged to undertake research</li> </ul>	<p>Nurse Audiometrists instigate specific research into hearing health issues relevant to their local area</p> <p>Nurse Audiometrists are involved in research undertaken on a state wide basis (for example – noise injured farmers, early identification of deaf infants)</p>
8.4 Engages in quality improvement processes	<ul style="list-style-type: none"> <li>a) Quality improvement processes within the workplace are supported</li> <li>b) Feedback on quality improvement processes is provided to colleagues</li> <li>c) A contribution is made to quality improvement processes</li> <li>d) Outcomes from quality improvement processes are incorporated into nursing practice</li> <li>e) Structured client feedback, both formal and informal is used consistently for on-going quality improvement</li> </ul>	<p>As part of a health team the Nurse Audiometrist is involved with quality improvement processes</p> <p>Nurse Audiometrists instigate quality improvement activities to identify areas for improvement to the hearing health service</p> <p>Results of quality improvement activities undertaken are shared in the professional association's quarterly newsletter</p>

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## Unit 9 Develops Therapeutic and Caring Relationships

Element	Performance Criteria	Evidence
9.1 Establishes a climate conducive to the development of a therapeutic relationship	<ul style="list-style-type: none"> <li>a) Explanations, alternatives and consequences of proposed health care are provided</li> <li>b) The individual or groups is informed of changes/coming events</li> <li>c) Consultations with relevant health care providers are arranged</li> <li>d) Explanations given to the individual/group by other health professionals are elaborated</li> <li>e) Feedback and/or checking level of understanding is solicited</li> </ul>	<p>The Nurse Audiometrist provides an environment, on initial contact, that allows the client to feel comfortable and safe</p> <p>The client is introduced to other professionals as appropriate, and is given a clear explanation of their roles in a culturally appropriate manner</p> <p>The Nurse Audiometrist maintains an environment that includes the client/group in the assessment process and hearing health plan</p>
9.2 Facilitates /Ensures therapeutic interactions with individuals or groups to receive and understand relevant and current information about health care	<ul style="list-style-type: none"> <li>a) The nature, purpose and membership of each group is defined and monitored</li> <li>b) The provision of information is facilitated</li> <li>c) A range of available options is discussed with the client</li> <li>d) Use of a systematic approach to decision making is facilitated</li> <li>e) Probable outcomes of decisions are discussed</li> <li>f) The unique contribution of each individual/group member is valued</li> </ul>	<p>The Nurse Audiometrist maintains client involvement during the development of the client Hearing Health Plan and refers the client to others as necessary</p> <p>Group member's contribution to discussion regarding hearing health issues is welcomed and acted upon by the Nurse Audiometrist where indicated</p>
9.3 Facilitates therapeutic groups	<ul style="list-style-type: none"> <li>a) An appropriate context for the expression of feelings is arranged</li> <li>b) Clients are encouraged to ventilate fears or feelings</li> <li>c) Individual counselling sessions are provided to allow clients to express fears or feelings</li> <li>d) Consideration of the level of emotional response by the nurse to the client is appropriate</li> </ul>	<p>The Nurse Audiometrist facilitates the establishment of specific hearing health groups according to the local area needs</p> <p>The Nurse Audiometrist provides professional support to assist with the continued function of the groups</p>

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<p>9.4 Accommodates spiritual and cultural needs of individuals/groups appropriate to the social context</p>	<p>a) Opportunities for expression of spiritual and cultural practices are facilitated</p> <p>b) Anxiety, fear or other forms of distress are recognised</p> <p>c) Colleagues are facilitated in meeting client's cultural and spiritual needs</p>	<p>The Nurse Audiometrist explains the health intervention to the client in a culturally appropriate manner and elicits responses from the client to ensure that the information provided is understood</p> <p>Where disclosure in group situations indicate a need for further intervention, the Nurse Audiometrist arranges same in consultation with the client</p>
<p>9.5 Provides for the emotional needs of individuals</p>	<p>a) An appropriate context for the expression of feelings is arranged</p> <p>b) Clients are encouraged to ventilate fears or feelings</p> <p>c) Individual counselling sessions are provided to allow clients to express fears or feelings</p> <p>d) Consideration of the level of emotional response by the nurse to the client is appropriate</p>	<p>The client is provided with an individual appointment and encouraged by the Nurse Audiometrist to express their fears or feelings</p> <p>The Nurse Audiometrist recognises where the client's needs are beyond their area of expertise and with the client's permission arranges referral to an appropriate health professional</p>
<p>9.6 Acts to decrease stress and/or increase effectiveness of coping mechanisms</p>	<p>a) Anxiety, fear or other forms of distress are recognised</p> <p>b) An appropriate environment is provided for the distressed individual</p> <p>c) Measures are instituted to relieve the distress</p> <p>d) Individuals, families or significant others are supported</p> <p>e) Further strategies for coping with health changes are explored</p> <p>f) Clients are assisted in reaching acceptance in terms of their illness/disability/ distress or loss</p>	<p>The Nurse Audiometrist uses their skills developed during their hearing health training to identify signs of distress and/or fear in clients and their family members</p> <p>Nurse Audiometrists provided clients with current and relevant information to assist with alleviating their concerns</p> <p>The Nurse Audiometrist directs the client to other sources of information where their concerns can be further alleviated</p>

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## Unit 10

### Fulfils the Conduct Requirement of the Profession

Element	Performance Criteria	Evidence
10.1 Behaves in accordance with the expectations of the profession	<ul style="list-style-type: none"> <li>a) Behavior is consistent with the profession's Code of Conduct</li> <li>b) Behavior is justified in the context of social expectations of a professional nurse</li> <li>c) Strategies are initiated to minimise the potential for unprofessional conduct</li> <li>d) Where unprofessional conduct is identified a plan of remedial action is implemented</li> </ul>	<p>Nurse Audiometrists practice in accordance with the Nursing Code of Conduct and of the Community Nurse Audiometrists Association</p> <p>Students under the supervision of Nurse Audiometrists are made aware of acceptable behaviours and the correct process to follow where inappropriate behavior is identified</p>
10.2 Practices within the limits of own abilities and qualifications	<ul style="list-style-type: none"> <li>a) Own abilities in relation to current work allocation are reviewed</li> <li>b) Negotiation of case load is in line with a realistic assessment of own abilities and the complexity of client's needs</li> <li>c) Changes in client's needs provide a stimulus for review of the ability to meet these needs</li> </ul>	<p>The Nurse Audiometrist participates in an annual performance appraisal and during this process, issues relating to their performance are identified and addressed with health managers and senior Nurse Audiometrists</p>
10.3 Contributes to the development and/or review of philosophies, policies and procedures and protocols	<ul style="list-style-type: none"> <li>a) Protocols and policies are consulted as required</li> <li>b) Situations requiring policy guidance for self or others are identified</li> <li>c) The development and review of frameworks is informed from research-based changes in practice</li> <li>d) Contemporary context specific literature is used to inform the development and/or review of frameworks</li> <li>e) Gaps between current practice and existing protocols are identified</li> <li>f) Existing protocols/procedures are reviewed</li> <li>g) Policies that influence nursing practice are critically evaluated</li> </ul>	<p>Policies and protocols for Nurse Audiology practice are reviewed annually by the Nurse Audiometrist in collaboration with other health care team members and members of their profession</p> <p>Changes are made to incorporate recent research and best practice models of hearing health care</p> <p>Guidance is sought and received from the Community Nurse Audiometrists Association when necessary</p>

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## UNIT 11 Acts to Enhance the Professional Development of Self

Element	Performance Criteria	Evidence
11.1 Regularly engages in the process of self-assessment	<ul style="list-style-type: none"> <li>a) Practice is defined in accordance with the current role statement</li> <li>b) An appropriate framework of standards are used as the bench mark</li> <li>c) Assessment of abilities is realistic and displays insights</li> <li>d) Feedback is elicited from nursing peers</li> <li>e) Feedback is obtained by participation in performance planning and review activities</li> <li>f) Formal clinical supervision is used</li> </ul>	<p>The Nurse Audiometrist utilises the national job description to demonstrate clinical practice</p> <p>Nurse Audiometrists undertake annual Peer Review within the local health area and attend regular meetings as a professional group for planning and clinical supervision</p> <p>Only accredited Nurse Audiometrists provide formal clinical supervision for nurses training in audiometry</p>
11.2 Analyses evidence gathered	<ul style="list-style-type: none"> <li>a) Evidence provided from the process of self assessment is analysed to identify trends in professional growth</li> <li>b) Analysis leads to acknowledgement of professional strengths, areas for improvement and areas where no evidence has been provided on which a judgement can be made</li> <li>c) Analysis leads to recognition of the need for participation in professional activities to maintain and enhance practice</li> </ul>	<p>Nurse Audiometrists attend annual conference, relevant workshops and other professional activities to increase awareness, enhance clinical skills and develop clinical guidelines for hearing health care</p>
11.3 Initiates an On-Going Professional Development Program	<ul style="list-style-type: none"> <li>a) The need for on-going professional development is articulated</li> <li>b) Responsibility is taken for own learning needs</li> <li>c) A plan for professional development is formulated</li> <li>d) Strategies to meet learning needs are negotiated with appropriate personnel</li> </ul>	<p>On-going professional development is achieved through meeting with relevant professionals to develop strategies and programs where these needs are identified through peer review and clinical workshops</p> <p>Nurse Audiometrists maintain and update a professional portfolio annually.</p>

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<p>11.4 Participates in Activities Related to the Enhancement of Context Specific Practice</p>	<ul style="list-style-type: none"> <li>a) Appropriate professional journals are read</li> <li>b) Activities of a relevant professional organisation are engaged in</li> <li>c) Other professional activities are undertaken</li> </ul>	<p>Nurse Audiometrists access and/or subscribe to journals and texts specific to hearing health matters Nurse Audiometrists are actively involved in specific hearing health promotion programs</p>
<p>11.5 Reviews Progress Towards Career Goals</p>	<ul style="list-style-type: none"> <li>a) Achievements are assessed</li> <li>b) Changed circumstances are identified</li> <li>c) The plan is modified as required</li> </ul>	<p>Nurse Audiometrists modify and/or redevelop existing programs to reflect changing practices within their area of expertise</p>

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## UNIT 12 Functions in Accordance With Legislation and Common Law Affecting Nursing Practice

Element	Performance Criteria	Evidence
12.1 Demonstrates Comprehensive Knowledge of the Law Pertinent to Nursing Practice	<ul style="list-style-type: none"> <li>a) Explains the legal implications in relation to nursing practice, e.g. trespass; confidentiality; custody; drug use; human tissue use; birth and death; negligence; consent</li> <li>b) Nursing actions are justified with reference to legislation</li> </ul>	Nurse Audiometrists obtain informed consent and ensure confidentiality with each legal document opened, as defined by the NSW Nurses Association, NSW Health and Area Health Service
12.2 Functions in Accordance with Legislation Affecting Nursing Practice	<ul style="list-style-type: none"> <li>a) A current authority to practice is maintained</li> <li>b) Practice complies with the relevant Acts governing storage, checking and administration of dangerous drugs</li> <li>c) Decisions relating to provision of care for clients who are unable to exercise appropriate judgements comply with the relevant Acts</li> <li>d) Practice complies with current occupational health and safety legislation</li> <li>e) Practice complies with legislation designed to protect the rights of individuals/groups</li> <li>f) Unclear orders are clarified</li> <li>g) Interventions which appear inappropriate are challenged and alternatives proposed</li> <li>h) Appropriate and accurate records are completed and maintained in accordance with laws governing drug storage and administration</li> <li>i) Practice complies with legislation governing relevant nursing practice</li> </ul>	<p>Nurse Audiometrists must be registered with the Nurses Registration Board and produce documentary evidence of having successfully completed a recognised course in Nurse Audiometry prior to being employed</p> <p>Nurse Audiometrists practice within the requirements of the Occupational Health &amp; Safety Act 2000</p> <p>Accurate documentation is made on all client health records each time contact is made with the client. Each contact is signed, dated and designated</p>

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<p>12.3 Functions in Accordance with Common Law Affecting Nursing Practice</p>	<ul style="list-style-type: none"> <li>a) Patient safety and well being are maintained by consistent and independent attention to duty of care</li> <li>b) Practice is guided by an understanding of concepts of negligence, consent, trespass, assault and unauthorised restraint</li> <li>c) Patient care is delegated with an awareness of the nurse's legal accountability</li> <li>d) Unclear orders are clarified</li> <li>e) Interventions which appear inappropriate are challenged and alternatives are proposed</li> <li>f) Accidents and incidents are recorded and appropriate follow up measures are initiated</li> <li>g) Actions are taken to prevent recurrence of accidents and incidents, pending formal resolution</li> <li>h) Appropriate and accurate entries in clinical records demonstrate individual accountability for nursing actions outcomes and ongoing care</li> </ul>	<p>Policies and procedures are established and maintained for the safety and well being of Nurse Audiometrists and their clients as well as visitors to the health facility in which they work</p> <p>All equipment used in the hearing service is calibrated and maintained in accordance with the manufacturers specifications and is checked prior to use to prevent potential injury to clients and the Nurse Audiometrist</p> <p>The hazard reporting system is utilised when required and a system to prevent recurrence is implemented</p> <p>Audiometric equipment is calibrated annually to ensure that it operates effectively and safely</p> <p>All discussions and planned outcomes for client care are accurately and clearly documented in the client file and hearing report form</p>
<p>12.4 Relates Legislative and Common Law Concepts to Policies and Procedures</p>	<ul style="list-style-type: none"> <li>a) Distinctions are made among principles of law health department guidelines and recommendations and institutional policies and practices</li> <li>b) Explanations of the legal basis underpinning institutional policies and practices are provided</li> <li>c) Inconsistencies between legal principles and local policies and practices are identified</li> <li>d) Inconsistencies between legal principles and local policies and practices are referred to the appropriate administrative unit for clarification and review as appropriate</li> <li>e) Clarification and review of</li> </ul>	<p>Nurse Audiometrists practice within the legal guidelines as determined by the health department and local area policies</p> <p>Clients are informed of all procedures to be undertaken during clinical intervention</p> <p>Nurse Audiometrists policy and procedure manual include both accepted local and state policies and practices</p> <p>Changes in legislation relevant to Nurse Audiometrist's practice and hearing health issues are published in the professional newsletter as well as incorporated into their local policy and procedure manual</p>

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	<p>local policies and practices is facilitated</p> <p>f) Changes in legislation and government policy are incorporated into local policies practices and procedures</p>	
<p>12.5 Acts to Promote Protection and Safety of Clients, Self and Others</p>	<p>a) Policies and procedures are followed to provide for the safety and protection of the client and to prevent or reduce potential hazards</p> <p>b) Breaches of the Occupational Health &amp; Safety standards are identified and actions are taken to address the situation</p> <p>c) Environmental safety and health standards are actively promoted</p>	<p>Nurse Audiometrists incorporate infection control when involved with clients</p> <p>Potential areas of risk are identified and notified to the Occupational Health &amp; Safety Committee and Management</p>
<p>12.6 Intervenes When Client Care is Compromised by Unsafe or Illegal Practice</p>	<p>a) Situations are identified in which intervention is necessary to prevent care being impeded and/or law contravened</p> <p>b) The appropriate action to be taken in specified circumstances is explained</p> <p>c) Alternative strategies for intervention and their likely outcomes are evaluated</p> <p>d) Strategies are implemented to reduce the incidence of unsafe practice where problems occur or have the potential to recur</p> <p>e) Interventions which appear inappropriate are challenged and alternatives proposed</p> <p>f) When unsafe practice persists following feedback a plan of remedial action is implemented</p>	<p>Nurse Audiometrists have established protocols, policies and procedures to allow appropriate intervention where unsafe and illegal practices have been identified</p> <p>Appropriate intervention is instigated, monitored and reviewed on a regular basis</p>