Professional Caring and Ethical Practice

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The Synergy Model

The American Association of Critical Care Nurse’s Philosophy of Patient Care

Book:
Synergy for Clinical Excellence, The AACN Synergy Model for Patient Care
Hardin, S.R., & Kaplow, R.,
http://www.aacn.org/wd/certifications/content/syninpract.pcms?menu=certification

Objectives

• Introduction to the synergy model
• Patient characteristics
• Nurse competencies

Introduction

Remarkably Simple Premise:
Optimal patient outcomes result from the synergy of a nurse’s competencies matching the needs of patient and families
Virginia Henderson’s Nursing Practice Model

• The Synergy model draws from Virginia Henderson’s definition of nursing:
  – “…The nurse does for others what they would do for themselves if they had the strength, the will, and the knowledge. …The nurse also makes the patient independent of him or her as soon as possible.”

The AACN Synergy Model for Patient Care

• In the 1990’s the AACN had a vision to transcend the current thinking of nursing practice
  • Evolved from a series of tasks to care driven by the needs of patients
  • Nurses make optimal contributions to patient outcomes

Past AACN Certification Guidelines

• Certification was based on:
  – Hours worked in patient care setting
  – The number and types of tasks performed
  – An exam based on body systems

New AACN Certification Guidelines

• 1994 NTI: The board of directors identified:
  • The importance of linking nurses’ practice with patient outcomes
  • Define the nurses’ unique contribution in caring for the patient
  • Test questions cover application of the Synergy Model, not its terminology
The Synergy Model

- The Synergy Model reflects the values and philosophy of professional advancement
- It describes patient characteristics and nurse competencies
  - Linking the two will result in optimal patient outcomes

Indicators of Quality Patient Outcomes

- This model suggests that outcomes are derived from three sources:
  - The patient
  - The nurse
  - The health care system

Indicators of Quality Patient Outcomes

- Patient and family satisfaction
- Rate of adverse incidents
- Complication rate
- Adherence to the discharge plan
- Mortality rate
- Patient’s length of stay

The Synergy Model

- The model is adaptable to all areas of nursing practice
  - From the primary care provider's office to the operating room
- It encompasses the neonatal, pediatric, and adult patient care experiences
- The family and community are essential components in determining a patient's outcome
Sample Question:

A teenager post viral infection has developed cardiomyopathy. The parents are concerned about what to do if the patient collapses. The nurses best response should be:
1. “Now that your son has been diagnosed and treated, you need not worry.”
2. “Would a class teaching you CPR help ease your anxieties?”
3. “Do you know how to access the EMS system?”
4. “I will have your son’s cardiologist speak to you.”

Patient Characteristics

• Describes a cluster of personal characteristics that each person brings to a health – care situation

Patient Characteristics

• Resiliency
• Vulnerability
• Stability
• Complexity
• Resource Availability
• Participation in Care
• Participation in Decision Making
• Predictability

Resiliency

• The patient’s capacity to return to a restorative level of functioning
• Level of resiliency is assessed by patient’s ability to bounce back after an insult
• Influenced by:
  — Age
  — Comorbidities
  — Compensatory mechanisms
Vulnerability

• The level of susceptibility
  – To actual or potential stressors that have an impact on patient outcomes
  – Can be impacted by the make-up of the patient
  – Example: Patients may present with conditions that place them at high risk
    – Smoking and heart disease
    – Certain therapies may be at risk for certain complications
    – Chemotherapy and sepsis
  – Nursing assessment and management will impact the patient care and recovery

Sample Question

• Which of the following nursing actions might decrease a patient’s self esteem?
  1. Discussing the negative consequences of the patient’s condition
  2. Requiring the patient to participate in all treatments
  3. Providing opportunities to discuss issues important to the patient
  4. Indicating his or her acceptance of the patient’s condition

Stability

• The patient’s ability to maintain a steady state of equilibrium
• Response to therapies
• Nursing interventions can impact the stability of the patient
  – Physiological stability
  – Psychological stability
  – Emotional stability
  – Family and social stability

Sample Question

• A Patient admitted to the step-down unit experiencing his 4th episode of HF states: “I cannot take it any more. I wish I could end all this.” A priority when caring for this patient’s response to stress is to:
  1. Place the patient in a hospital gown or pajamas
  2. Explore the intent of the comment with the patient
  3. Manage the patient in a restrictive environment for the first 48 hours
  4. Allow the patient to have only short periods of alone time once in a safe environment
Complexity

- The intricate entanglement of two or more systems
  - Systems:
    - Physiological
    - Emotional states of the body
    - Family dynamics
    - Environmental interactions with the patient
- The more systems involved, the more complex are the patterns displayed by the patient

Resource Availability

- The extent of the resources brought to the situation by the patient / family / community
  - Personal
  - Technical
  - Fiscal
  - Psychological
  - Social
  - Supportive
- The level of resources available impacts the level of support nurses need to provide for patients and families
- The more resources – the greater the potential for a positive outcome

Participation in Care

- The participation by patient and family in the delivery of care
- At different points during the patient’s illness, the nurse either provides care or helps the patient and family give care
  - Can be influenced by
    - Educational background
    - Resources availability
    - Cultural background

Participation in Decision Making

- The level of engagement of the patient and family in comprehending the information provided
- The nurse supports the patient and family in the decision making process
- Acting on the information available to make informed decisions
- Influenced by:
  - Knowledge level
  - Capacity to make decisions
  - Cultural background (beliefs and values)
  - Level of inner strength during a crisis
Predictability

- The characteristic that allows one to expect a certain course of events or illness
- When predictable, patients care can be managed using traditional guidelines
  - What is the likelihood that a patient will develop a pressure ulcer?
  - Will the patient be successful weaning off the ventilator?
  - How many nurses will be needed for the next shift?
  - Nurses attempting to predict aspects of care

Nurse Competencies

- Competencies that are essential to care for patients:
  - Clinical judgment
  - Advocacy/Moral agency
  - Caring practices
  - Collaboration
  - Systems thinking
  - Response to diversity
  - Clinical inquiry
  - Facilitator of learning

Clinical Judgment

- The clinical reasoning utilized by nurse in the delivery of care
- Clinical decision making and a global grasp of the situation
- It consist of critical thinking and nursing skills that are acquired through
  - Education
  - Experience
  - Evidence-based guidelines

Clinical Judgment

- Nurse uses references / the nursing process / resources
- Assessment is performed & priorities set
- Act only when the action is understood
- Have knowledge of standards of care
- Patient – centered care
- Know the technology
Advocacy/Moral Agency

- Working on another’s behalf when the other is not capable
- The nurse serves as a moral agent in identifying and helping to resolve ethical and clinical concerns
- Nurses are often the voice of the patient who cannot speak for themselves

Caring Practices

- The constellation of nursing interventions that create a compassionate, supportive and therapeutic environment
- Promoting comfort and healing and preventing unnecessary suffering
- Nurses who are in sync with their patients, know when to be present, when to provide quiet, when to use humor
- Nurses should put forth an aura of confidence to gain trust of patients and family members

Advocacy/Moral Agency

- Competency is shown when a nurse advocates for the patient and family regardless of personal values
- Ethical or moral decisions are based on supporting the rights of the patient

Sample Questions

- A patient, status post cardiopulmonary arrest due to acute myocardial infarction, is admitted to the ICU after successful resuscitation. The patient’s wife verbalizes apprehension about him being left alone and is worried about a recurrent cardiac arrest. The best intervention would be:
Sample Questions
Answers
1. "Encourage the wife to mourn with respect to her husband’s dysfunction"
2. Enroll the patient in cardiac rehabilitation and survivor support group when he is discharged.
3. Provide literature to the family about cardiopulmonary resuscitation techniques.
4. Allow the wife to further express her feelings about the event

Collaboration
• The nurse working with others to promote optimal outcomes
  — Patient
  — Family
  — Can pull together members of the health care team
    — Promote optimal and realistic patient goals
    — Nutrition
    — Pharmacy
    — Skin care team

Collaboration
• Nurse autonomy
• Mutual trust and respect
• An understanding of another’s discipline
• Positive self-image
• Professional maturity
• A willingness to negotiate
• A common purpose
• A sense of humor

Systems Thinking
• The nurse recognizes the interconnected nature within and across the health care or non-health care system
• The ability to understand how one decision can impact the whole is key to systems thinking
Systems Thinking

- The nurse uses a global perspective in clinical decision making
- The nurse has the ability to negotiate the needs of the patient and family through the health care system

Systems Thinking
Nursing Competency

- See things as interrelationships
- See processes of change
- Recognize and utilize resources beyond self

Response to Diversity

- Sensitivity to recognize, appreciate, and incorporate differences in the care given
- Nurses need to recognize the individuality of each patient
  - Spiritual beliefs
  - Ethnicity
  - Family
  - Lifestyle
  - Use of alternative and complimentary therapies

Response to Diversity

- Understand the differences in culture between themselves and the patient
- Ability to work with interpreters
- Resolve conflict between staff / patients / family
- Understand cultural differences
  - Health promotion
  - Disease prevention
  - Diagnosis / Treatment
  - Supportive / Rehabillitative and end–of–life care
Sample Question

An acutely ill infant is born to a Vietnamese family. The father asks few questions about the infant’s condition and the mother asks none. Both parents appear to be proficient in English. Which of the following is the most useful resource for the nurse caring for this infant?

1. Classes conducted by the primary nurse as the need arises
2. An interpreter who is proficient in the parents’ language
3. Information about the culture backgrounds represented in the community
4. Ongoing classes addressing the cultural needs of the community

Clinical Inquiry

• The ongoing process of questioning and evaluating practice
• The nurse improves, deviates and individualizes standards and guidelines to meet the needs of the patient

Clinical Inquiry

• Knowledge-seeking behaviors
  – Open to advice
  – Appreciate life-long learning
  – Seeking knowledge to address clinical questions
• Competent in identifying clinical problems and searching for evidence in the literature
• Competent in participating in the research process

Sample Question

A patient with receptive aphasia and dementia is to be enrolled in a clinical trial. How should the nurse proceed to ensure that the informed consent is ethically obtained?

1. Involve the patient’s legal guardian in the consent process
2. Ensure that the investigator is aware of the patient’s condition
3. Inform the Institutional Review Board (IRB) of the potential risk to the patient
4. Obtain a copy of the consent form to place in the patient’s chart
Facilitation of Learning

• The nurse facilitates learning for the patients, families, nursing staff, physicians, other health care workers and the community
• Education should be based on the strengths and weaknesses of the patient and family
• Creative measures should be used

Facilitation of Learning

• Recognize patient and family needs for information
• Standardized educational materials
• Patient – centered educational material
• Creative strategies for teaching
• Coaching and mentoring the next generation of nurses

Sample Question

When teaching a family member to perform an aspect of patient care, the nurse understands that family members
1. Are unaffected by the timing of teaching
2. Learn best if they perceive a need to learn
3. Learn best if shown a complex procedure all at once
4. Learn unrelated tasks first

Sample Questions

• When gathering supplies to perform endotracheal suctioning, a peer assists by adding normal saline vials to the gathered equipment. The peer justifies saline instillation because it loosens secretions. The most appropriate response would be:
Sample Questions

1. Ensure in-line ventilator humidification on the inhalation circuit.
2. Increase the patient's IV fluid to provide adequate hydration.
3. Discuss with the peer the research contraindicating this practice.
4. Report the peer's actions to the nurse manager.

Sample Questions

• A plan to teach wound care to the son of a patient has been implemented. The son has not been successful in demonstrating the skill. Which intervention would be most appropriate next step?

Sample Questions

1. Provide coaching and the opportunity to repeat the skill.
2. Ask the wound care specialist to consult on the teaching.
3. Eliminate dressing changes from the procedure the son will perform.

Sample Questions

• Following a motor vehicle crash, a 15 yr old patient has just been admitted to the ICU with a right pneumothorax and fractured pelvis. The following 2 questions relate to this scenario:
Sample Questions

Answers

1. Which of the following is the most appropriate initial tasks?
   1. Ensure adequate ventilation, monitor for homodynamic instability
   2. Locate the patients parents, contact the on-call physician for an evaluation
   3. Ensure adequate ventilation, locate the patients parents
   4. Monitor for homodynamic instability, contact the on-call physician for an evaluation

Sample Questions

2) As the patient recovers and is transferred to a progressive care unit, he becomes insistent about establishing who may or may not be allowed to visit. Which of the following interventions would be most appropriate?

   1. Tell the patient visiting rules only allow family members.
   2. Discuss the patient’s request with the Chaplin.
   3. Discuss the patient request with the parents.
   4. Allow the patient to determine who visits.

Summary: The Synergy Model

- The Synergy Model describes patient characteristics and nurse competencies and asserts that linking the two will result in optimal patient outcomes.
Test Taking Tips For CCRN/PCCN Tests

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Overview

• Reasons for Certification
• Explanation of Exam
• Test Plan
  — PCCN/CCRN
• Preparing to Study
• Multiple Choice Test Taking Tips
• Stress Reduction

Certification

• Certification is a voluntary process of validating knowledge
• Evaluating abilities beyond the scope of RN licensure
• Nursing certification has benefits for patients and families, employers, and nurses.

Certification

• In recognition of the value of certification, many facilities are creating a "Culture of Certification" that promotes and supports certified nursing practice
• The body of research relating to certified practice is also growing, quantifying the outcomes of certified nursing practice
**Exam**

- **CCRN:** 3 hour test consisting of 150 multiple choice questions
  - 125 items are scored and 25 are used to gather statistical data on item performance for future exams.

- **PCCN:** 2 & ½ hour consisting of 125 multiple choice questions
  - 100 items are scored and 25 are used to gather statistical data on item performance for future exams.

- **AACN Certification Corporation exams** use mostly application- and analysis-level items:
  - Each has one (1) stem (question) and four (4) options (answers)

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**Test Plan**

- **CCRN**
  - Clinical Judgment 80%
  - Cardiovascular 20%
  - Pulmonary 18%
  - Endocrine 5%
  - Hem/Immunology 2%
  - Neurology 12%
  - Gastrointestinal 6%
  - Renal 6%
  - Multisystem 8%
  - Behavioral/Psychosocial 4%

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**Test Plan CCRN**

- Professional Caring and Ethical Practice 20%
  - Advocacy/Moral Agency 3%
  - Caring Practices 4%
  - Collaboration 4%
  - Systems Thinking 2%
  - Response to Diversity 2%
  - Clinical Inquiry 2%
  - Facilitation of Learning 3%

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**Test Plan PCCN**

The new test plan goes into effect for exams taken on or after June 26, 2013

- Clinical Judgment 80%
  - Cardiovascular 33%
  - Pulmonary 14%
  - Endocrine/Hematology/Gastrointestinal/Renal 18%
  - Neurology/Multisystem/Behavioral 15%
  - Professional Caring and Ethical Practice 20%
Test Plan: PCCN

- Professional Caring and Ethical Practice 20%
  - Advocacy
  - Caring Practices
  - Collaboration
  - Systems Thinking
  - Response to Diversity
  - Clinical Inquiry
  - Facilitation of Learning

A Good Study Place

- Is my Study Place available to me whenever I need it?
- If you are using a Study Place that you must share with others for any reason, work out a schedule so that you know when you can use it

A Good Study Place

- Is my Study Place free from distractions?
  Research shows that most students study best in a quiet environment. If you find that playing a stereo or TV improves your mood, keep the volume low.
- Does my Study Place contain all the study materials I need?
  Be sure your Study Place includes reference sources and supplies such as pens and pencils, paper, ruler, calculator, and whatever else you might need.

Multiple Choice Test Taking Tips

- Read the question before you look at the answer
- Come up with the answer in your head before looking at the possible answers, this way the choices given on the test won't throw you off or trick you
- Eliminate answers you know are not right
- Read all the choices before choosing your answer
- Don't keep on changing your answer, usually your first choice is the right one, unless you miss-read the question
Multiple Choice
Test Taking Tips

• In "All of the above" and "None of the above" choice, if you are certain one of the statements is true don't choose "None of the above" or one of the statements are false don't choose "All of the above"
• In a question with an "All of the above" choice, if you see that at least two correct statements, then "All of the above" is probably the answer
• A positive choice is more likely to be true than a negative one
• Usually the correct answer is the choice with the most information

Stress Reduction

• Take a Deep Breath and Count to Ten
• Get a good night's rest
• Eat healthily
• Listen to your favorite music
• Exercise, participate in a sport or engage in fun activity
• Plan out your time and prioritize
• Talk to a friend about your problems, don't hold it in
• Take a nap
• Take a warm bath
• Read a book or watch TV