

INITIAL COMPETENCY ASSESSMENT

DiLorenzo TRICARE Health Clinic: Allergy / Immunizations & Travel Medicine

Patient Population Served: Adults Older Adults

Employee Name: _____ Assessment Start Date: _____ Completion Date: _____

Required Competency or Skill	* Self Assess	Orientation (Preceptor initials & date)	+ Eval Method	Competency Validated by Supervisor (Signature & date)	Comments/Additional Resources
Organization	CRITICAL THINKING: Communicates this information to staff and seeks any and all opportunities to make the vision a reality.				
A. Verbalizes mission, vision, goals, and strategic plan for					
1. WRAMC					
2. DTHC – mission, vision, operating principles					
3. Department of Nursing					
4. Allergy/Immunization & Travel Medicine Clinic – including scope of service					
B. Verbalizes understanding of roles and responsibilities of:					
1. Commander and Executive Group (includes Deputies)					
2. Chief Nurse					
3. Clinic OIC					
4. Clinic NCOIC					
5. Clinic Technician					
6. Clinic Receptionist/Admin Assistant					
7. Verbalizes understanding of					
a. Chain of Command					
b. Organizational Chart					

* Self Assessment:

1 = Experience
 2 = Needs Practice/Assistance
 3 = Never Done
 NA = Not Applicable

+ Evaluation/Validation Methodologies:

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Clinical Skills Reference:

The Lippincott Manual of Nursing Practice
 Lippincott-Raven Publishers
 Sixth Edition , 1999

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Team Work	CRITICAL THINKING: Communicates appropriate information to staff members in a courteous, professional, and approachable manner. Maintains professional composure at all times, ensures thorough patient care is delivered, and manages conflicts appropriately and in a timely manner.				
A. Demonstrates ability to communicate and use effective interpersonal skills with colleagues and other staff members.					
B. Fosters a positive work environment and encourages team work					
C. Puts mission before personal interests					
D. Verbalizes understanding of patient and staff rights and responsibilities					
E. Ensures customer satisfaction oriented environment for patients, families, and other customers					
F. Demonstrates appropriate time management skills					
1. Meets deadlines without prompting					
2. Performs required follow-up without prompting					
G. Verbalizes basic scope of practice for 91Ws, LVNs and RNs					
H. Ensures a safe environment for patients/families/staff, identifying health & safety risks & takes appropriate and immediate steps to alleviate the risk					
I. Demonstrates knowledge of current status of Clinic Performance Improvement, Risk Management, and Patient Safety programs and initiatives					
J. Maintains and updates, competency assessment folder with appropriate sections and required information.					
K.					

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Telephone Courtesy and Customer Service	CRITICAL THINKING: Recognizes that older or English as a second language callers may demonstrate a delayed response to questions and politely allows them time to phrase an answer. Also clarifies the caller's request to avoid any misunderstandings. Follows HIPAA guidelines.				
A. Correctly and politely answers the telephone and transfers calls appropriately.					
B. Ensures patient's questions/requests are answered satisfactorily or referred to appropriate staff					
C. Adheres to DTHC's Customer Service standards					
Managing and Supervising for Charge Nurses, Team Leaders, and NCOs	CRITICAL THINKING: Appropriately delegates authority, accountability, and duties to nursing staff for patient care and nursing functions. Assists with developing policies, procedures, and standards of care for all patients. Fosters interdisciplinary collaborative relationships among other services to ensure provision of quality care. Prioritizes tasks and manages time schedules, personnel, and resources to meet unit goals and patient care standards.				
A. Adheres to ANA Nursing: Scope & Standards of Nursing Practice, JCAHO, and WRAMC directives and applicable laws					
B. Supervises and performs clinic duties per job description and clinic SOP					
C. Leads by example					
D. Delegates appropriately; follows-up on all delegated tasks					
E. Ensures that the patient and family are involved in all care and fosters patient/family autonomy.					
F. Assesses if patient expectations are being met.					
G. Ensures a safe environment for staff and patients					
H. Ensures that proper procedures are followed for reporting patient and staff injuries					

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Infection Control	CRITICAL THINKING: Demonstrates ability to identify and reduce the risks of acquiring and transmitting infections between patients, employees, and visitors.				
A. Refers to and implements the WRAMC Infection Control Policy and Procedure Guide					
B. Correctly explains Standard Precautions					
C. Describes procedures for segregating/isolating patients with suspected airborne, contact, special and droplet infections					
D. Uses proper technique for					
1. Handling linen					
2. Disposing of sharps					
3. Disposal of regulated medical waste					
4. Storing clean and sterile supplies					
E. States indications for and demonstrates proper use of personal protective equipment (gloves, gowns, masks, and eye protection)					
F. Uses proper technique for managing blood spills					
G. Demonstrates proper hand washing technique (before and after treatments, between patients, and when needed)					
H. Demonstrates proper cleaning and decontamination of medical equipment using appropriate and WRAMC approved disinfecting cleaning agents					
I. Describes procedures for managing a needle stick or other possible blood borne pathogen exposure					

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Patient Screening	CRITICAL THINKING: Recognizes normal and abnormal values for all age groups and takes appropriate action in a timely manner. Documents findings appropriately. Recognizes unique age and language appropriate communication needs of patients and responds appropriately. Recognizes normal variations in vital signs parameters associated with the aging process. Assures the confidentiality of patient information and their rights to privacy (i.e., auditory and visual privacy).				
A. Greets patient with professionalism and courtesy.					
B. Screens all patients for the following prior to immunization					
1. Allergies					
2. Recent viral illness					
3. Fever					
4. Current medications (i.e. no beta blockers for immunotherapy patients)					
C. Uses alternate communication methods for patients with sensory impairment or language barriers	CRITICAL THINKING: Shows respect and sensitivity for the patient and family. Demonstrates ability to locate and use various alternative communication techniques available within the facility.				
1. Uses written word, parents, or medical staff who can sign for hearing impaired patients					
2. Uses bi-lingual medical staff					
Recognizing Abuse and Neglect	CRITICAL THINKING: Treats patient and family with dignity and respect with emphasis placed on their psychological needs. Refer to AR 608-18 for additional information.				
A. Verbalizes role in identifying high risk families or situations					
B. Verbalizes signs/symptoms of the following for children, spouses, and/or vulnerable adults					
1. Physical and/or sexual abuse					
2. Physical and/or medical neglect					

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3. Emotional maltreatment					
C. Notifies PCM if family is high risk or signs and symptoms of abuse/neglect are present, reported, or observed, or suspected					
Patient Education	CRITICAL THINKING: Assesses patient education needs based on physical, cultural, religious, educational, language and age-specific criteria. Also assesses the patient's/family's motivation and readiness to learn and adapts teaching based on current needs.				
A. Documents education teaching per clinic policy					
B. Demonstrates knowledge of various education materials to include other languages, materials in Braille, picture books, etc and distributes					
C. Performs patient education within scope of practice					
D. Instructs patients about vector-borne diseases as needed					
1. Malaria					
2. Dengue					
3. Japanese Encephalitis					
E. Instructs patients on preventive methods for food and waterborne illnesses					
F. Instructs patients on the appropriate use of DEET & Permethrin					
G. Instructs patients on potential side effects of vaccines and medications used for travel					
Patient Care Procedures for 91Ws, LVNs, and RNs	CRITICAL THINKING: Recognizes unique needs of all age groups. Gathers age and diagnosis appropriate supplies. Explains all procedures in an age appropriate manner and approaches children and frightened patients in a non-threatening manner. Reacts appropriately to patient's response to care and coordinates appropriate consultations to manage adverse local, systemic, or anaphylactic reactions to immunizations.				

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A. Greets patients with professionalism and takes the following into consideration when interacting with the following age groups:					
1. Adults (18-64 years)		CRITICAL THINKING FOR ADULTS (18-64): Addresses patient by name and/or rank per their preference. Explains procedures in clear and simple terms using correct terminology. Maintains safety and provides reassurance. Encourages annual flu shot.			
2. Older Adults (65 plus)		CRITICAL THINKING FOR OLDER ADULTS: Shows respect for patient and family and addresses patient by name and/or rank per their preference avoiding such terms as “honey, sweetie, or cutie”. Involves patient and family in all decisions and encourages the patient to participate in procedure as much as possible. Recognizes that older patients may demonstrate a delayed response to questions and allows them time to phrase an answer. Also adjusts explanations to accommodate short-term memory loss. Explains procedures in clear and simple terms using correct terminology. Allows patient to describe their mobility capabilities and limitations in regard to positioning. Maintains safety and provides reassurance. Minimizes exposure to ensure modesty and avoid unnecessary heat loss. Encourages annual flu shot and knows the criteria for pneumovax.			
B. Administers medications		CRITICAL THINKING: Administers the right medication in the right dose via the right route to the right patient at the right time. Verifies patient identity with 2 forms of identification. Understands the purpose of the medication and its intended effect. Recognizes signs and symptoms of anaphylaxis/overdose and acts appropriately. Recognizes and responds to unique medication needs of all age groups. Responds appropriately by administering correct dose for age/weight and by monitoring medication effects. Verifies allergies before administration & documents meds given and the patient’s response.			
1. Intramuscular injections (IM)					
a. For ages 18-64 years, use 23g one-inch needle in deltoid muscle. For an obese					

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patient, a 1 ½ inch needle may be used.					
2. Subcutaneous injections					
3. For 18-65 yrs use 25 g 5/8 needle in outer aspect of upper arm					
4. For > 65 yrs use 25g 5/8 needle in outer aspect of upper arm					
5. Intradermal injections					
6. Anergy panel					
7. Immunotherapy injections					
8. For patients 18-65 years use 27g ½ inch needle in outer aspect of upper arm for SQ injections					
9. For patients older than 65, use 27g ½ inch needle in outer aspect of upper arm for subcutaneous injections					
10. Completes allergy prescription re-order forms					
11. Demonstrates ability to accurately record all information regarding immunizations (to include lot numbers) in the					
12. Immunization Tracking System					
13. Shot Record (PHS 731)					
14. Medical Record (SF 601)					
15. Instructs patient to ensure that the immunization is recorded in both the shot record AND the medical record (for those who forgot to bring the shot record/medical record with them)					
16. Initiates anaphylactic reaction treatments per protocol					
17. Initiates and performs adult BLS					
Patient Care Procedures for 91Ws , LVNs and RNs	CRITICAL THINKING: Recognizes unique needs of patients of all age groups and performs procedures accordingly. Gathers age and diagnosis appropriate supplies and equipment. Explains all procedures in an age appropriate manner and according to the level of understanding of the patient. Approaches the patient in a non-threatening manner.				

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A. Orients new immunotherapy patients to proper procedure for obtaining injections:					
i. Informed consent form read and signed					
ii. Immunotherapy schedule and frequency of injections					
iii. Procedure for obtaining immunotherapy injections					
iv. Explanation of possible local reactions and signs/symptoms of a systemic (anaphylactic) reaction					
B. Demonstrates ability to interpret SF559 (Allergen Extract Prescription) and adjust dosage per established schedule, patient's history of previous injection, and current health status					
C. Ensures adherence to the "5 rights" of medication administration: right patient, right dosage, right time, right extract, and right technique					
D. Demonstrates ability to request extract refills and proper procedure for processing in newly received extract kits					
E. Understands the rationale of venom therapy and mixes venom according to the manufactures' instructions					
F. Understands the "Guidelines for Civilian Extracts" policy, demonstrates ability to explain policy to patients, and obtains patient's signature on all applicable consent forms					
G. Demonstrates care and treatment of a patient with a vasovagal reaction					
H. Demonstrates ability to grade and manage skin reactions following immunotherapy injection					
I. Demonstrates ability to recognize signs and symptoms and react to a patient experiencing an anaphylactic reaction					
i. Positions patient on a litter in clinic					
ii. Monitors vital signs					
iii. Assesses breathing and obtains peak flow, if necessary					

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iv. Alerts physician and administers epinephrine, nebulizer treatment and antihistamine as ordered					
v. Initiates anaphylaxis worksheet					
J. Demonstrates ability to identify patient's immunization needs based upon discussion with patient and screening of outpatient record and PHS-731 (yellow shot record)					
K. Provides patient VIS (Vaccination Information Statement) sheet to read prior to injection					
L. Explains injection procedure and policy for waiting in clinic waiting room 20 minutes after injection					
M. Refers patients to travel clinic if deemed appropriate					
N. Demonstrates ability to use AR 40-562, TB MED 114, and other pertinent reference materials in the performance of duties					
O. Manages oxygen administration through a variety of modes	CRITICAL THINKING: Recognizes appropriate mode of oxygen administration based on the patient's age and condition				
i. Use multi-dose inhalers					
ii. Administer oxygen					
P. Demonstrates ability to place/read tuberculin tine test and anergy panels, correctly record results on appropriate documents, and coordinate follow-up appointments with either occupational health nurse, community health nurse, or referring physician if results are positive					
Q.					
Patient Care Procedures for RNs	CRITICAL THINKING: Recognizes unique needs of patients of all ages and performs procedures accordingly. Develops and implements nursing care, assesses patient's response to care, and implements appropriate changes. Coordinates appropriate consultations to support multidisciplinary care for outpatients being seen on an ongoing basis for treatment (i.e., asthma patients)				
A. Coordinates patient transfer to Acute Care/ ER					
B. Administers IV push medications					
C. Uses nursing process	CRITICAL THINKING: Recognizes situations that require RN intervention and implements the nursing process.				
i. Assessment					
ii. Planning					
iii. Implementation					

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iv. Evaluation					
D.					
Equipment	CRITICAL THINKING: Describes the capabilities, limitations and special applications of each item of equipment. Demonstrates basic operating and safety procedures for equipment items. Verbalizes importance of alarms and alarm settings and ensures they are on and operating correctly at all times. Reports routine problems with equipment. Identifies emergency procedures in the event of equipment failure. Describes the process for reporting user errors and/or patient incidents. Performs actions IAW unit SOP and WRAMC Regulation.				
A. Vital signs monitor					
B. Medication refrigerators (Monitors temperature via log M-F)					
C. Nebulizers					
D. Oxygen					
E. Ear thermometers					
F. Stretchers					
G. Pulse oximeters					
H. Peak flow meter					
Supplies	CRITICAL THINKING: Ensures appropriate supplies are on hand and non-standard items are ordered in sufficient amount of time. Maintains a safe environment appropriate for the age specific population. Ensures that all supplies are secured to maintain a safe environment.				
A. Restocks exam/treatment room with age-specific supplies					
B. Identifies unserviceable equipment and reports to supervisor					
C. Properly discards outdated material					
D. Demonstrates proper procedure for Omnicell operation					
E. Conserves supplies					
F. Understands proper procedure for daily opening and closing of clinic					
Safety and Emergency Preparedness Plan (EPP)	CRITICAL THINKING: Promotes safety and aggressively prepares staff to respond to dangerous or emergent situations. Understands DTHC's EMPP and procedures to follow in case of unexpected events. Able to function as a team player and ensure patient safety and staff wellbeing.				

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A. Describes clinic safety plan and knows location of EPP book; describes staff as well as personal role					
B. Understands the HAZCOM program and use/location of MSDS books					
C. Maintains the "Blue Bag" for evacuation of the facility (emergency meds and equipment for Immunotherapy patients)					
D. Knows their role in evacuation of the facility with patients					
E. Maintains a copy of the current alert roster and knows how it is executed.					
F. Inclement Weather Plan					
Security	CRITICAL THINKING: Involves staff in all security measures and assists with the safeguard of all patient information. Stresses patient confidentiality (verbal, paper and electronic formats).				
A. Ensures badge access for all staff & visitors to the immediate work site					
B. Ensures computer and patient records security					
C. Ensures that vaccines, extracts and sharps are appropriately secured					
D. Ensures that clinic is door is locked at COB					
E.					

Preceptor's Initials: _____ Printed Name: _____ Signature: _____

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I understand that of all the topics listed, I will be allowed to perform only those for my skill level/scope of practice and only after I have successfully demonstrated competency.

Employee Signature: _____ Date: _____

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