NATIONAL PRACTICE STANDARDS
for NURSES IN GENERAL PRACTICE

Australian Nursing and Midwifery Federation Standards funded
by the Australian Government Department of Health

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Table of Contents

Preface

The Australian Nursing and Midwifery Federation [ANMF] is delighted to be able to release the *National practice standards for nurses in general practice* for the benefit of all nurses, their colleagues working as part of the general practice team and, most importantly, the community for whom nurses provide care.

These national Standards clearly articulate best practice for registered nurses and enrolled nurses working in the general practice setting. They should be used in conjunction with the professional practice framework developed and required by the Nursing and Midwifery Board of Australia for all nurses.

The project to revise the existing Australian Nursing Federation [ANF] *Competency Standards for nurses in general practice* was funded by the Australian Government Department of Health and managed by the ANMF. Our research partner in this project was the University of Wollongong.

A project team from the ANMF and the University of Wollongong, led by Julianne Bryce, Senior Federal Professional Officer and lead researcher Dr Elizabeth Halcomb, Professor of Primary Health Care Nursing, undertook the development of the new national Standards.

This project would not have been possible without the generous contribution of the hundreds of nurses who participated in the underpinning research and the review and validation of the draft Standards.

We encourage all nurses in General Practice to use these new national Standards to work to their full scope of practice in this rapidly growing health care setting for the betterment of the Australian community.

Lee Thomas
Federal Secretary
Australian Nursing and Midwifery Federation

Glossary

Competence	"The combination of skills, knowledge, attitudes, values and abilities that underpin effective and/or superior performance in a profession"[1, p.10]. Competence "encompasses both confidence and capability"[2, p.16].
Competence assessment	"Assessment of an individual's competence may occur through structured educational programs or a peer review process"[2, p.16]. "Evidence of a person's competence may include:

* written transcripts of the skills/knowledge they have obtained in a formal course

* their in-service education session records

* direct observation of their skill

* questioning/clarification of their knowledge base

* evaluation of planned care which includes the consumer's perspective using agreed criteria

* self-assessment through reflection on performance in comparison with professional standards"[2, p.16].

Consumer	The term consumer may refer to either individuals, groups or communities such as patients, residents and/or their families/representatives/significant others "who work in partnership with nurses to plan and receive nursing care"[2, p.16]. The term client is often used interchangeably with 'consumer'.
Decision-making framework	The national decision making framework is a set of tools and principles to assist nurses in the process of making decisions about whether specific tasks are within their individual scope of practice[2]. It also provides a framework for nurses seeking to expand their individual scope of practice. "Differences in the education, experience and competence of the individual, and in the context in which they practise, are considered in using the template tools" [2, p.4].

2

Delegation / Delegate

"A delegation relationship exists when the registered nurse, as a member of the multidisciplinary health care team, delegates aspects of nursing care, which they are competent to perform and which they would normally perform themselves, to another member of the health care team"[2, p. 17].

Delegations are made by the registered nurse following an assessment that will identify the care activities "to meet consumers' needs and to ensure access to health care services — that is, the right person is available at the right time to provide the right service to a consumer"[2, p. 17]. The registered nurse "retains accountability for the decision to delegate and for monitoring outcomes"[2, p. 17].

Delegation by the registered nurse is a two-way, multi-level activity, requiring a rational decision-making and risk assessment process. The end point of delegation may come only after assessment that the person to whom the task is delegated has appropriate clinical competence. Delegation is different from allocation or assignment which involves asking another person to care for one or more consumers on the assumption that the required activities of consumer care are normally within that person's responsibility and scope of practice. Many of the same factors regarding competence assessment and supervision that are relevant to delegation also need to be considered in relation to allocation/assignment.

Enrolled nurse

The enrolled nurse is Australia's second level nurse and works under the direction and supervision of the registered nurse. Within this context, the enrolled nurse "demonstrates competence in the provision of person-centred care as specified by the registering authority's licence to practise, educational preparation and context of care. At all times, the enrolled nurse retains responsibility for his/her actions and remains accountable in providing delegated nursing care"[3, p.2]. Enrolled nurses in Australia are prepared at a Diploma level (or equivalent).

Evidence-based practice

Evidence based practice "is the conscientious, explicit, and judicious use of current best evidence in making decisions about the care of individual patients"[4, p.71]. It involves combining the best available research evidence with clinician judgement and consumer preferences.

General practice team	The general practice team is a group of health professionals and support staff with complementary skills who deliver primary care services. Typically in General Practice this includes: registered nurses, nurse practitioners, enrolled nurses, general practitioners, allied health professionals, practice managers, medical receptionists and cleaning staff.
Local community	The term 'local community' is used in this document to refer to the individuals living in proximity to the General Practice. Whilst in urban areas this may be quite a small area, in rural or remote regions the geographical size of this community will increase.
Nurse practitioner	"A nurse whose registration has been endorsed by the NMBA as a nurse practitioner under Section 95 of the National Law. A nurse practitioner is a registered nurse who is educated and endorsed to function autonomously and collaboratively in an advanced and extended clinical role. The nurse practitioner role includes assessment and management using advanced nursing knowledge and skills. The role may include, but is not limited to, the direct referral of patients to other health professionals, prescribing medications and ordering diagnostic investigations"[5]. Nurse practitioners in Australia are prepared for endorsement at a Masters Degree level.
Nursing assessment	The systematic collection of information by a nurse from a consumer to determine their current health status and care needs. This may include, but is not limited to consumer interviews, physical assessments and diagnostic tests.
Population health	"Population health is focused on understanding health and disease in the community, and on improving health and well-being through priority health approaches addressing the disparities in health status between social groups"[6].
Practice community	The term Practice community is used in this document to refer to the individuals who seek services from the General Practice.
Practice manager	A staff member employed within a General Practice for the purposes of managing the business aspects of the Practice. These include but are not limited to "financial management, human resource management, planning and marketing, information management, risk management, governance and organisational dynamics, business and clinical operations"[7]. Whilst some individuals employed as a practice manager may have a clinical background, where the term 'practice manager' is used in this document this refers to the work undertaken within a non-clinical role.

4

Primary health care organisations/networks	Primary health care organisations/networks are local organisations that are funded to co-ordinate the delivery of primary care and community based services within a defined geographical area. Primary health care organisations are responsible for population health planning and the delivery of integrated primary care services to meet local community needs. In doing this they support disease prevention, health promotion, the delivery of multi-disciplinary care and seek to address health inequities. In Australia these organisations have been previously known as Divisions of General Practice or Medicare Locals.
Registered nurse	"The registered nurse demonstrates competence in the provision of nursing care as specified by registration requirements, Nursing and Midwifery Board of Australia [NMBA] standards and codes, educational preparation, relevant legislation and context of care. The registered nurse practises independently and interdependently, assuming accountability and responsibility for their own actions and delegation of care to enrolled nurses and health care workers"[1, p.1]. Registered nurses in Australia are prepared at a Bachelor Degree level.
Registered nurse (advanced practice)	The NMBA[8] defines advanced practice as "a level of nursing practice that uses comprehensive skills, experience and knowledge in nursing care"[8, p. 1]. Nurses practicing at this level demonstrate "critical analysis, problem solving and accurate decision-making"[8, p. 1]. Registered nurses working at an advanced practice level are regularly undertaking work of high complexity and may work in either a specialist or generalist capacity. Advanced nursing practice "may not purely be confined to clinical work"[8, p. 3].
	It is essential that the individual "registered nurse is clinically and educationally prepared to perform at those levels"[8, p.3]. The NMBA[8] supports the view that advanced practice nurses "are educationally prepared at Masters level"[p. 1].
Scope of practice	"A profession's scope of practice is the full spectrum of roles, functions, responsibilities, activities and decision-making capacity that individuals within that profession are educated, competent and authorised to perform"[2, p.1].

5

Supervision	"There are three types of supervision in a practice context:
	1. managerial supervision involving performance appraisal, rostering, staffing mix, orientation, induction, team leadership etc.
	2. professional supervision where, for example, a [nurse] preceptors a student undertaking a [pre-registration] course, or a registered nurse supports and supervises the practice of an enrolled nurse
	3. clinically-focussed supervision, as part of delegation.
	In relation to consumer care activities delegated to another person by a registered nurse from a nursing plan of care, clinically-focused supervision includes providing education, guidance and support for individuals who are performing the delegated activity, directing the individual's performance and monitoring and evaluating outcomes, especially the consumer's response to the activity"[2, p.19].
	Supervision of an enrolled nurse by a registered nurse may be either direct or indirect supervision.
Direct supervision	A model of clinical supervision where the registered nurse "is actually present and personally observes, works with, guides and directs" the enrolled nurse who is being supervised[2, p.19].
Indirect supervision	A model of clinical supervision where the registered nurse "works in the same facility or organisation as the supervised" enrolled nurse, "but does not constantly observe their activities". The registered nurse "must be available for reasonable access. What is reasonable will depend on the context, the needs of the consumer and the needs of the enrolled nurse who is being supervised"[2, p.19].

6

Abbreviations

ANMF	Australian Nursing and Midwifery Federation
EN	Enrolled Nurse
GP	General Practitioner
IT	Information Technology
NMBA	Nursing and Midwifery Board of Australia
RN	Registered Nurse

INTRODUCTION

Overview

The nature of healthcare is changing internationally. Health systems are undergoing a range of reforms in an attempt to enhance integration of care and facilitate connected service provision between health care providers. As part of this reform there is a mandate for health professionals to increase their involvement in health promotion activities and in early intervention to slow the progression of chronic disease[9]. To achieve this there is a growing emphasis on building strong primary care systems to provide both preventative health care and ongoing chronic disease management[10-13].

Evidence suggests that health systems are best operated by teams of multidisciplinary health professionals working together to provide integrated health care[14]. To facilitate integration between team members and optimise the distribution of care provision across the team, it is important that all team members have an awareness of the scope of practice and competence of each of the professions that comprise the team[12, 13, 15, 16]. Role confusion and role ambiguity have both been identified as key barriers to interprofessional collaboration[13, 17]. Additionally, it is important that information about the roles of various health professionals is clearly conveyed to health care consumers to improve their access to, and interactions with, health services[11, 18].

Over the last fifty years, the roles of various professions within the health care system have transformed dramatically[20]. New specialities have emerged, specialist and advanced roles have been introduced and the scope of practice of some professionals has changed[20]. This has created a need to explore and redefine the professional boundaries and scope of practice for all health professionals.

Nurses are integral to the provision of safe, efficient and high quality primary care[20] and are key to the delivery of the agenda for strengthening primary care services[15, 22-24]. Despite the growing employment of nurses in General Practice both in Australia and internationally, the potential role and scope of practice of nurses in this setting remains poorly understood[12, 19]. National competency standards for registered nurses[1] and enrolled nurses[3] are set by the Nursing and Midwifery Board of Australia (NMBA) as base standards which define the levels of safe and competent practice that all nurses must meet when providing nursing services[25]. These Australian Nursing and Midwifery Federation (ANMF) *National Practice Standards for Nurses in general practice* have been developed to accompany the NMBA standards and describe aspects of the professional practice of nurses' specific to General Practice settings. This document supersedes the previous Australian Nursing Federation *Competency Standards for nurses in general practice*[25].

These Standards are specifically focussed on the registered nurse and enrolled nurse workforce in Australian General Practice. It is acknowledged that further work is required to clearly articulate the scope of practice of other practitioners such as nurse practitioners, midwives, Aboriginal health care workers and unregulated workers (for example, assistants in nursing or health care assistants) in the general practice setting. Additionally, some other groups of primary health care nurses who are working outside General Practice are yet to have professional practice standards developed specifically for their clinical setting. Despite its importance, that work is beyond the scope of this project.

Australian General Practice

General practice is usually the first point of contact with the Australian health care system for individuals across the lifespan[26]. As such it not only provides a diverse range of primary care services, but also acts as an entry point and referral portal to other providers within the health care system. The ageing population and rise in chronic and complex disease is necessitating the development of robust primary care systems to provide a combination of preventative health care and ongoing chronic disease management[10-13]. The strengthening of the general practice nursing workforce has been a key strategy to improve access to services and enhance the delivery of evidence-based primary care.

Around 85% of Australians receive at least one general practice service each year[26]. The number of consultations per head of population has risen from 4.9 in 2001 to 5.6 in 2012-13[26]. Unlike the situation internationally, Australian consumers are able to visit the General Practice of their choice and can see various health professionals from multiple Practices to receive services[27]. This has implications for the planning and delivery of primary health care initiatives as Practice population profiles are not discrete.

In 2011-12 Australia had around 10,693 nurses[28] and 25,056 general practitioners (GPs)[29] working in General Practice. The numbers of nurses employed in Australian General Practice has risen exponentially in recent years as a result of a positive policy environment and enhanced funding of nursing services[10]. Between 2003 and 2012, the percentage of General Practices employing a nurse rose from 40%[30] to 63.3%[28]. However, this rapid workforce growth has occurred in a somewhat ad hoc manner as a response to various funding schemes, rather than being a carefully planned workforce development[31]. This has raised a number of challenges for the nursing profession around the role of the nurse in General Practice, the nurse's scope of practice and continuing professional development opportunities[32].

Funding for Australian General Practice services is predominately a fee-for-service model, with Practices operating as small businesses or within larger corporate chains. Whilst the national universal medical insurance scheme (Medicare) provides remuneration to the Practice for each item of service, increasingly, consumers are being required to pay a gap fee to the Practice. In 2011-12, almost $5.6 billion dollars was spent by the Federal Government on services provided by doctors and nurses in General Practice[33].

Prior to 2012, the Medicare Benefits Schedule provided specific item numbers for the delivery of nursing services such as cervical smears, immunisations and wound care, provided 'for and on behalf of' a general practitioner. For each occasion of nursing service, remuneration was provided to the Practice from Medicare. This funding model significantly impacted on the services that were delivered by nurses in General Practice[34]. On January 1 2012 the Practice Nurse Incentive Program was implemented[35]. This program provides incentive payments to accredited General Practices to offset the employment of a nurse[35]. The amount of incentive payment received by a Practice is based on its Standardised Whole Patient Equivalent value and the number of hours worked by nurses[35]. This incentive aims to support an "enhanced role for nurses working in General Practice"[35, p.3] as it is not tied to the delivery of any specific services[35, p.3]. These ANMF *National Practice Standards for Nurses in general practice* will assist in highlighting the potential scope of practice for a nurse employed in General Practice for employers and practice managers.

The model of care within a specific General Practice is dependent on a range of complex factors including the size and clinical focus of the practice, the range of health professionals employed and their skill mix, the needs of the Practice population, the business model, available funding incentives and the individual preferences of the Practice owners. The small/medium business model of General Practice means that there is considerable variation in service provision and availability between Practices. Regardless of the specific foci of an individual Practice, these professional practice Standards provide a generic best practice framework for the role of the nurse in the General Practice setting.

What can a nurse do in general practice?

The NMBA defines the scope of practice of a profession as the "full spectrum of roles, functions, responsibilities, activities and decision-making capacity that individuals within that profession are educated, competent and authorised to perform" [36, p.1, 37]. Not all elements within a scope of practice are unique to a specific profession, with elements of service delivery potentially overlapping[37]. Additionally, external factors such as the environment, including legislation, policy, education, standards, the specific clinical setting and population health needs will influence the scope of practice[37]. The scope of practice of an individual nurse may be more specifically defined to reflect the individual nurse's "education, clinical experience and demonstrated competency"[18, p. 47] in the specific clinical setting[16, 18]. The NMBA has developed a national decision making framework[37] to guide nurses' in making decisions about whether a particular aspect of care or service delivery is within their individual scope of practice.

What are professional practice standards?

Professional practice standards, such as this document, provide an opportunity for the profession to more clearly articulate the scope of practice of a nurse in a particular clinical setting or when providing care for a defined consumer group[38]. Professional practice standards can serve a variety of purposes. A key purpose of these Standards is communicating the scope of nursing practice to others within the nursing profession, other health professionals, and stakeholders such as employers and consumers[39-41]. To this end, they also inform organisational policy about the nurses' scope of practice. Standards provide a framework for tertiary institutions and other education providers to develop curricula and assess student performance[1, 11, 38], as well as acting as a tool to assess an individual's competence to practice either as part of regular renewals of registration, after breaks in service or in professional conduct matters[1].

Complexity of practice in general practice

An important issue raised in the contemporary environment of primary care is that the nursing role in primary care generally, and more specifically in General Practice, is very broad[42]. It extends from working with people to address acute health issues to managing chronic and complex disease, population health initiatives and undertaking health promotion and disease prevention activities[42]. The role of the nurse will vary based on a range of factors including the General Practice profile, Practice structure and individual employment arrangements. As such, the clinical skill set and associated knowledge base are necessarily broad and wide reaching. This presents a significant challenge in terms of defining core standards of practice for this area of practice. Oandasan et al.[13] describe the "specialised generalist" knowledge of the Canadian family practice nurse being similar to that of family physicians who are well recognised as a distinct medical specialty. To this end the General Practice Foundation[41] identify that it is essential for all nurses working in General Practice to "achieve and maintain a minimum level of competency across all areas of the generalist role"[41, p. 4], despite any particular expertise in specialist areas of practice. This document outlines the generalist standards expected of nurses working in General Practice. Nurses who provide specialist care within the general practice setting, for example those working as sexual health nurses, diabetes educators, or mental health nurses, would be expected to have the educational preparation to achieve the relevant standards for practice in these clinical areas, in addition to the general standards for all registered nurses and those for nurses in General Practice.

Registered nurses and enrolled nurses

In Australian General Practice, registered nurses and enrolled nurses work together in complementary roles within the nursing team. Whilst all nurses are accountable for their own individual practice[1, 3], the NMBA require that the enrolled nurse's practice is supervised by a registered nurse[1, 3]. This supervision arrangement is required regardless of whether a general practitioner is in attendance. Having a named registered nurse to provide supervision and appropriate delegation of nursing care is essential to both meeting the requirements of practice and maintaining patient safety. The level of supervision required for enrolled nurse practice is dependent on a range of factors, including the knowledge, skills and competence of the individual enrolled nurse, the acuity of the patient and the nature and complexity of the care being provided[25]. Supervision of the enrolled nurse by the registered nurse can either be direct, where the registered nurse is physically present and works together with the enrolled nurse, or indirect where the registered nurse is readily contactable during the enrolled nurse's working hours but does not directly observe the care as it is being provided[25]. It is recommended that a combination of direct and indirect supervision be used to provide opportunities for registered nurses and enrolled nurses to regularly communicate and work together.

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Performance review

Review of an individual's performance in the workplace is an important tool in professional development, identifying learning needs, cultivating relationships between managers and staff and identifying career development opportunities[43, 44]. Most importantly, however, peer performance review is a key strategy to ensure the delivery of high quality nursing care[44]. There is some complexity in review of performance in General Practice given the multidisciplinary nature of the workforce and the complicated employee-employer relationships within the general practice team[45, 46].

A nurse's performance can be separated into two discrete areas, namely; clinical and organisational. *Clinical performance* relates to the way in which the individual enacts the nursing role within their employment. Given the need for professional and clinical understanding of the relevant issues and performance requirements, assessment of the clinical performance of a registered nurse or enrolled nurse can only be undertaken by an experienced registered nurse. This peer review is an organised process in which a professional evaluates the quality and appropriateness of care delivered by their peers[44]. Review of a nurse's clinical performance may be undertaken annually as part of a scheduled performance review process, ad hoc in response to a report of poor practice or as a process of regular quality assurance and professional development[47]. Templates and tools have been developed to guide these types of peer evaluation (available on the ANMF website).

Organisational performance, on the other hand, relates to the way in which the individual contributes to the workplace as an employee[47]. This may include aspects such as: personal presentation, communication, completion of assigned tasks, adherence to organisational policies and procedures. Review of this aspect of performance can be undertaken either by the experienced registered nurse or, where appropriate, by the practice manager or practice principal.

12

THE PRACTICE STANDARDS FOR NURSES IN GENERAL PRACTICE

Overview

All nurses working in Australia must meet the national registration standards defined by the NMBA[1, 3], as well as the range of professional codes, standards and guidelines relevant to nursing practice and nursing in General Practice. These ANMF *National practice standards for nurses in general practice*, build on the NMBA foundational documents to be included in the professional practice framework for nurses working within the Australian general practice setting.

The core professional Standards for the registered nurse and enrolled nurse in this document reflect the Bachelor of Nursing and the Diploma of Nursing as the minimum education qualifications for nurses, respectively[1, 3]. Therefore, the registered nurse and enrolled nurse standards describe the minimum level at which a registered nurse or enrolled nurse would be expected to practice. It is recognised that many registered nurses in General Practice are working at, or have the capacity to work at, a higher level than the minimum standard for registered nurses. To this end, the registered nurse (advanced practice) performance indicators build upon the knowledge and skills of the minimum standard for registered nurses to provide both a measure of higher level practice and also a framework to guide professional development. It is anticipated that most experienced registered nurses will meet a combination of registered nurse and registered nurse (advanced practice) indicators across standards based on their individual nursing experience, continuing professional development and post-graduate education. Registered nurse (advanced practice) performance indicators that are not yet met will assist the registered nurse in identifying potential areas for future continuing professional development and/or post-graduate education.

Enrolled nurses seeking to practice beyond the scope of the performance indicators in these Standards are encouraged to seek professional development opportunities to facilitate their transition to formal university education. Without the completion of a Bachelor of Nursing (or equivalent) the enrolled nurses' practice is limited to their educational preparation in accordance with their registration to practise as an enrolled nurse with the NMBA.

Development of these Standards

Competency standards for nurses in Australian General Practice were originally developed during 2004[25]. These ANMF *National practice standards for nurses in general practice* were developed during 2013-14 using a process of critical reflection on the existing Standards and investigation of contemporary nursing in the Australian general practice setting. Data were collected using a mixed methods approach. A series of fourteen focus groups were held across Australia in a range of rural and metropolitan locations and at two national professional conferences. Over 200 individuals attended these sessions to provide their input. To augment these qualitative data and inform the development of the revised Standards, two national on-line modified Delphi surveys were conducted. The first survey, conducted from 25 February - 21 March 2014, received 263 responses. The second survey, conducted from 29 July – 25 August 2014, received 298 responses. In addition, individual telephone interviews and email consultations were undertaken with individuals from key stakeholder groups. Participants in the data collection included nurses, practice managers, general practitioners, Medicare local staff, nurse academics, allied health professionals and representatives of key stakeholder groups. This project was supported by both a Project Advisory Group (Appendix A) and a Project Reference Group (Appendix B) who provided expert input to both the research component and the development of the Standards. Validation of the final Standards was achieved through focus groups, email consultation, circulation of the draft to members of the Project Reference Group, the Project Advisory Group, and members of their relevant organisations, and a period of open on-line consultation.

The Standards

The 22 Standards for practice are presented in the four domains that reflect the breadth of nursing in General Practice. *Professional practice* includes those standards that relate to aspects of nursing in General Practice concerning the professional role. *Nursing care* reflects the clinical delivery of nursing services to consumers in General Practice. The *General practice environment* incorporates aspects of the nursing role that are organisational or environmental in nature. Finally, *Collaborative practice* acknowledges the pivotal role of the nurse within the General Practice and broader primary health care team.

These Standards reflect the aspects of the nursing role unique to the general practice context and different from those which would be expected of the nurse in other clinical settings. Each Standard is followed by performance indicators that outline the key elements of the Standard against which the nurse's practice can be evaluated. The way in which an individual nurse may demonstrate that they meet a particular performance indicator will differ and demonstrates the diversity of service delivery that characterises the general practice setting.

Given the requirement for registered nurses to provide supervision and delegation to enrolled nurses, the performance indicators reflect this relationship. Where a registered nurse works in a setting[1, 3] that does not employ enrolled nurses, the performance indicators relating to delegation or supervision of enrolled nurses need not be demonstrated.

Professional Practice

Standard 1	Demonstrates an understanding of primary health care principles and nursing in general practice.
Standard 2	Provides nursing care consistent with current nursing and general practice standards, guidelines, regulations and legislation.
Standard 3	Actively builds and maintains professional relationships with other nurses and regularly engages in professional development activities.
Standard 4	Advocates for the role of nursing in general practice.
Standard 5	Demonstrates nursing leadership.

Nursing Care

Standard 6	Demonstrates the knowledge and skills to provide safe, effective and evidence-based nursing care.
Standard 7	Undertakes nursing assessment and plans ongoing care.
Standard 8	Effectively implements evidence-based health promotion and preventive care relevant to the Practice community.
Standard 9	Empowers and advocates for consumers.
Standard 10	Understands diversity in the Practice community and facilitates a safe, respectful and inclusive environment.
Standard 11	Effectively delivers evidence-based health information to improve health literacy and promote self-management.
Standard 12	Evaluates the quality and effectiveness of nursing care.

General Practice Environment

Standard 13	Demonstrates proficiency in the use of information technology, clinical software and decision support tools to underpin health care delivery.
Standard 14	Effectively uses registers and reminder systems to prompt intervention and promote best practice care.
Standard 15	Understands the context of general practice within the wider Australian health care system, including funding models.
Standard 16	Contributes to quality improvement and research activities to monitor and improve the standard of care provided in general practice.
Standard 17	Participates in the development, implementation and evaluation of relevant policies and procedures.
Standard 18	Monitors local population health issues to inform care and responds to changing community needs.
Standard 19	Effectively manages human and physical resources.

Collaborative Practice

Standard 20	Builds and maintains professional and therapeutic relationships with consumers, their families and/or support person(s).
Standard 21	Effectively communicates, shares information and works collaboratively with the general practice team.
Standard 22	Liaises effectively with relevant agencies and health professionals to facilitate access to services and continuity of care.

Domain 1: Professional Practice

Regardless of the setting in which they are employed, nurses are regulated health professionals with responsibility and accountability for their own practice[1, 3]. Nurses must practise in a manner consistent with current nursing and general practice standards, guidelines, regulations and legislation. To maintain their registration, each year nurses must meet the continuing professional development standard set by the NMBA[48]. Nurses also need to actively monitor their own health, wellbeing and fitness to practice. As health professionals it is important that nurses build and maintain professional relationships with other nurses and demonstrate nursing leadership. In order to promote understanding of the role of nursing in General Practice it is vital that all nurses advocate for the role of nurses in General Practice.

Domain 2: Nursing Care

Nurses have the knowledge and ability to provide comprehensive, evidence-based nursing care in the general practice setting. Nurses are integral to planning, implementing, co-ordinating, monitoring and evaluating health care within General Practice. This involves not only assessment and management of the immediate problem, but also includes health screening, preventive care, understanding the social and psychological context, health promotion and health maintenance. To provide high quality nursing care, the nurse will effectively use a range of communication strategies, sensitive to the individual's values, beliefs, culture, sexual orientation, gender identity and personal context. The nurse will also empower the consumer by supporting their health literacy and the development of appropriate self-management skills. Where necessary, the nurse will also advocate for the consumer and their needs. To ensure that services are meeting the needs of individual consumers and/or the Practice population, nurses will reflect on the quality and effectiveness of their practice.

Domain 3: General Practice Environment

Working in Australian General Practice presents nurses with a range of unique challenges. To work effectively in this setting the nurse requires specific knowledge and skills relating to General Practice, and its role within the broader primary health care environment. In addition to their clinical expertise, nurses in this context of practice need to be cognisant of the imperatives of small business viability and sustainability. Nurses in General Practice also require skills in the use of information technology and in data management to prompt intervention and promote best practice. As health professionals, nurses also play an important role in quality improvement, practice-based research and the development, implementation and evaluation of relevant policies and procedures. With the growing recognition of the role of General Practice in meeting local population health needs, nurses are critical to identifying and monitoring local population health issues and responding to changing community needs.

Domain 4: Collaborative Practice

Nurses in General Practice build and foster relationships with their Practice population, members of the general practice team, other health professionals, community agencies and other organisations to optimise outcomes for consumers. Given the close and often ongoing relationship between nurses and consumers, their families and/or support person(s), nurses are ideally placed to assess and manage a range of health needs. Nurses in General Practice recognise when it is appropriate to consult with, or refer to, other members of the general practice team. Nurses are often recognised as leaders in collaboration with others to enable the integration of care, particularly in the general practice setting.

Domain 1: Professional Practice

STANDARD 1

Demonstrates an understanding of primary health care principles and nursing in general practice.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
1.1 Articulates the differences between nursing care in general practice and other health settings.	1.1 Identifies the core principles of primary health care.	1.7 Identifies and responds to the health and social needs of the local community.
1.2 Practises in a manner consistent with the principles of primary health care.	1.2 Integrates the principles of primary health care into their practice.	1.8 Integrates an understanding of the health and social needs of the Practice and/or local community into the delivery of nursing care.
1.3 Recognises the impact of the social determinants of health on consumers.	1.3 Understands current national health priorities.	
1.4 Articulates the various roles and responsibilities of the general practice team, in particular, EN supervision requirements and the EN scope of practice.	1.4 Recognises the impact of the social determinants of health on consumers and integrates this understanding in the planning and delivery of nursing care.	
	1.5 Identifies the broad health and social needs of the Practice community.	
	1.6 Articulates the various roles and responsibilities of the general practice team, in particular the RN and EN scopes of practice and EN supervision requirements.	

STANDARD 2

Provides nursing care consistent with current nursing and general practice standards, guidelines, regulations and legislation.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
2.1 Identifies current NMBA EN standards for practice.	2.1 Identifies current NMBA RN standards for practice.	2.10 Critically evaluates how standards, guidelines, regulations and/ or legislation can be translated and integrated into practice.
2.2 Practises within individual scope of practice.	2.2 Practises within individual scope of practice.	
2.3 Undertakes delegated clinical tasks under the supervision of an RN.	2.3 Identifies current NMBA EN standards for practice	2.11 Mentors other nurses and health professionals in the application of specific standards, guidelines, regulations and/or legislation.
2.4 Seeks advice from the supervising RN when faced with situations outside of their scope of practice.	2.4 Provides appropriate supervision and delegation of clinical tasks to ENs.	
	2.5 Seeks advice from other RNs, or health professionals, when faced with situations outside of their scope of practice.	2.12 Evaluates the impact of standards, guidelines, regulations and/or legislation on service delivery, clinical care and/ or health outcomes.
2.5 Uses general practice specific standards to guide nursing practice.	2.6 Uses general practice specific standards to guide nursing practice.	
2.6 Applies evidence-based guidelines and policies when providing nursing care within the EN scope of practice.	2.7 Practise is consistent with evidence-based guidelines and policies within the RN scope of practice.	2.13 Provides feedback to reviews of standards, guidelines, regulations and/or legislation.
2.7 Understands and uses relevant Commonwealth, State or Territory legislation to inform nursing practice.	2.8 Understands and uses relevant Commonwealth, State or Territory legislation to inform nursing practice.	
	2.9 Identifies and communicates changes in standards, guidelines, regulations and/or legislation to members of the general practice team.	

STANDARD 3

Actively builds and maintains professional relationships with other nurses and regularly engages in professional development activities.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
3.1 Maintains professional relationships with other nurses in general practice, including networking and mentoring relationships.	3.1 Initiates and maintains professional relationships with other nurses in general practice, including networking and mentoring relationships.	3.9 Leads networks of nurses in general practice, facilitating orientation to general practice and networking and/or mentoring relationships.
3.2 Maintains relevant professional nursing and/or general practice memberships.	3.2 Engages with relevant professional nursing and/or general practice organisations.	3.10 Acts as a mentor or professional role model for other nurses in general practice.
3.3 Participates in regular clinical performance appraisal with the supervising RN.	3.3 Engages in peer appraisal with other RNs and undertakes regular self-assessment of clinical performance.	3.11 Undertakes and facilitates peer appraisal of nursing in general practice.
3.4 Discusses and plans continuing professional development with the supervising RN.	3.4 Plans own continuing professional education based on areas identified for development.	3.12 Critically reflects on own clinical performance and actively seeks external critical review of clinical practice.
3.5 Actively participates in professional development activities relevant to nursing in general practice.	3.5 Actively participates in professional development activities relevant to nursing in general practice.	3.13 Contributes to the professional development of other nurses in general practice.
	3.6 Regularly participates in the activities of relevant professional nursing and/or general practice organisations.	3.14 Participates in the delivery of local continuing professional development opportunities.
	3.7 Takes responsibility for the clinical performance appraisal of ENs under their supervision.	
	3.8 Discusses and plans continuing professional development with ENs under their supervision.	

STANDARD 4

Advocates for the role of nursing in general practice.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
4.1 Promotes the nursing and EN role in general practice to the nursing profession, other health professionals, consumers and other relevant groups.	4.1 Seeks opportunities to promote nursing in general practice, and the EN / RN role in general practice to the nursing profession, other health professionals, consumers and other relevant groups. 4.2 Develops the nursing role within general practice in collaboration with other health professionals and consumers.	4.3 Seeks opportunities to raise the profile of the nursing profession and its role in general practice within the broader community. 4.4 Works in collaboration with local, State/Territory and/or national groups to inform and advocate for nursing in general practice and contribute to workforce planning. 4.5 Participates in the generation of evidence to support the effectiveness of nursing in general practice. 4.6 Contributes to the development of business cases for nursing in general practice.

20

STANDARD 5

Demonstrates nursing leadership.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
5.1 Provides collegial support to other ENs.	5.1 Provides collegial support and works in collaboration with other RNs and the broader general practice team.	5.10 Participates in the strategic planning of nursing services within the Practice.
5.2 Assists in the orientation of staff new to the General Practice.	5.2 Undertakes mentoring of students and less experienced nurses.	5.11 Identifies and seeks opportunities for funding or additional resources to support service delivery, evaluation activities or research within the Practice.
5.3 Takes responsibility for delegated tasks.	5.3 Provides professional mentorship for ENs.	5.12 Acts as a nurse consultant in areas of particular clinical expertise.
5.4 Considers own wellbeing and fitness to practice.	5.4 Appropriately delegates clinical tasks to ENs.	5.13 Demonstrates involvement in leadership activities within nursing and/or general practice groups at a State/ Territory and/or national level.
	5.5 Provides clinical leadership to non-clinical staff.	5.14 Actively promotes health, wellbeing and fitness to practice amongst the nursing and general practice team.
	5.6 Is accountable and takes responsibility for leading the delivery of nursing care within the Practice.	
	5.7 Within the nursing scope of practice, provides support to GP/s and Registrar/s.	
	5.8 Considers own wellbeing and fitness to practice and that of others in the general practice team.	
	5.9 Demonstrates involvement in leadership activities within nursing and/or general practice groups at a local level.	

Domain 2: Nursing Care

STANDARD 6

Demonstrates the knowledge and skills to provide safe, effective and evidence-based nursing care.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
6.1 Identifies the role of evidence in the provision of quality nursing care.	6.1 Articulates an understanding of evidence-based practice and its application within nursing.	6.9 Critically evaluates relevant clinical guidelines and/or primary research to inform nursing care.
6.2 Articulates a knowledge base appropriate to support the provision of evidence-based nursing care within the EN scope of practice.	6.2 Articulates a knowledge base appropriate to support the provision of evidence-based nursing care within the RN scope of practice.	6.10 Identifies areas of practice that are not currently based on evidence and explores the available evidence to guide practice.
6.3 Applies appropriate clinical skills and reasoning to undertake delegated clinical care within the EN scope of practice.	6.3 Adapts theoretical knowledge and clinical skills to the individual and Practice population.	6.11 Safely, effectively and appropriately provides expert clinical care relevant to the individual consumer.
6.4 Provides nursing care consistent with current evidence-based practice in consultation with the RN.	6.4 Uses comprehensive clinical skills and reasoning to undertake nursing care within the RN scope of practice.	6.12 Expresses high level understanding of the pathophysiology behind, and management of, the diverse range of health issues encountered within general practice.
6.5 Recognises when clinical care is outside their scope of practice and seeks the support of the supervising RN.	6.5 Demonstrates clinical reasoning in the application of clinical guidelines to nursing care.	6.13 Supports activities to evaluate the translation of evidence into practice.
	6.6 Articulates a broad knowledge of health needs and general practice nursing care across the lifespan.	6.14 Provides education relating to evidence-based initiatives and processes, to members of the general practice team.
	6.7 Using evidence-based principles, evaluates the ongoing care requirements of consumers.	
	6.8 Recognises when a clinical issue is outside their scope of practice and refers appropriately to other RNs, GPs or other relevant health professionals.	

22

STANDARD 7

Undertakes nursing assessment and plans ongoing care.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
7.1 Assists the RN to undertake nursing assessments of consumers.	7.1 Appropriately and accurately uses validated assessment tools to evaluate current health status and/or risk of developing disease.	7.11 Demonstrates proficiency in a range of advanced health assessment skills within the RN scope of practice.
7.2 Demonstrates proficiency in a range of data gathering techniques and nursing assessment skills within the EN scope of practice.	7.2 Integrates consideration of the social determinants of health and lifestyle risk factors into nursing assessments.	7.12 Effectively and appropriately uses advanced health assessment skills to evaluate health status and/or risk of developing disease.
7.3 Appropriately and accurately records data gathered in a timely manner to contribute to the nursing assessment.	7.3 Demonstrates proficiency in a range of data gathering techniques and nursing assessment skills within the RN scope of practice.	7.13 Accurately interprets the findings of diagnostic tests within the scope of RN practice.
7.4 Safely undertakes triage of consumers based on standardised protocols.	7.4 Supervises EN in the collection of data which contributes to the nursing assessment.	7.14 Integrates the findings from validated assessment tools and diagnostic tests with health assessment information to develop an individualised plan of care.
7.5 Provides appropriate referrals and follow-up as delegated by the RN, in conjunction with the general practice team.	7.5 Checks diagnostic results against reported symptoms and health assessment data.	
7.6 Recognises when clinical intervention is required and communicates this to the RN.	7.6 Appropriately and accurately records nursing assessments in a timely manner.	
7.7 Provides appropriate handover to other clinical staff as directed by the RN.	7.7 Uses sound nursing assessment skills in undertaking triage of consumers following evidence-based triage guidelines.	
	7.8 Initiates appropriate individualised nursing referrals and follow-up, in conjunction with the general practice team.	
	7.9 Recognises when a more detailed assessment or intervention is required and seeks the input of other RNs, the GP, or other relevant health professionals.	
	7.10 Provides appropriate handover to ensure continuity of care.	

STANDARD 8

Effectively implements evidence-based health promotion and preventive care relevant to the Practice community.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
8.1 Recognises the importance of evidence-based health promotion and preventive care in general practice within the EN scope of practice.	8.1 Recognises and understands the importance of evidence-based health promotion and preventive care in general practice within the RN scope of practice.	8.6 Collaborates with members of the general practice team to identify new opportunities for the Practice to undertake health promotion and/or preventive care activities.
8.2 Identifies the health promotion and preventive care needs of the Practice population.	8.2 Identifies, prioritises and develops strategies for evidence-based health promotion and preventive care relevant to the Practice population.	8.7 Establishes systems, in collaboration with the general practice team, to ensure that health promotion and preventive care is evidence-based consistently delivered and regularly evaluated across the Practice.
8.3 Provides evidence-based health promotion and preventive care within the EN scope of practice.	8.3 Demonstrates proficiency in the delivery of health promotion and preventive care within the RN scope of practice.	8.8 Identifies and plans nursing services to meet population specific needs for health promotion and/or preventive care.
8.4 Assists the RN to provide delegated health promotion and preventive care activities, including nurse clinics.	8.4 Identifies and sources appropriate resources to support health promotion and preventive care activities.	8.9 Designs and implements relevant, evidence-based opportunistic health screening programs across the Practice.
8.5 Undertakes opportunistic health screening activities as delegated by the RN.	8.5 Identifies and implements relevant opportunistic health screening activities.	

STANDARD 9

Empowers and advocates for consumers.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
9.1 Advocates for individual consumers within the EN scope of practice.	9.1 Advocates for individual consumers within the RN scope of practice.	9.9 Advocates for the needs of the Practice population with external groups, including service providers, councils and other health professionals.
9.2 Provides support to encourage consumers to be active participants in their own health care.	9.2 Has a broad understanding of situations where advocacy is required in general practice.	9.10 Supports consumers to raise relevant issues with external groups, including service providers, councils and other health professionals.
9.3 Practises in a way that recognises individual consumers' circumstances, needs and values.	9.3 Provides education and support to encourage consumers to be active participants in their own health care.	9.11 Takes a risk based approach in advocating for and empowering consumers.
	9.4 Practises in a way that empowers consumers and recognises their individual circumstances, needs and values.	
	9.5 Identifies mechanisms for affordable health care and informs people about how these services can be accessed.	
	9.6 Understands access to local support services and assists consumers to engage with relevant service providers.	
	9.7 Facilitates appropriate access for consumers to human and material resources where required.	
	9.8 Encourages consumers to seek support from family and/or support persons as appropriate.	

STANDARD 10

Understands diversity in the Practice community and facilitates a safe, respectful and inclusive environment.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
10.1 Demonstrates respect for consumers regardless of their native language, cultural/ethnic background, sexual orientation, gender identity, socio-economic status, physical or mental capacity, values or beliefs in the delivery of primary nursing care.	10.1 Demonstrates respect for consumers regardless of their native language, cultural/ethnic background, sexual orientation, gender identity, socio-economic status, physical or mental capacity, values or beliefs in the delivery of primary nursing care.	10.7 Takes a leadership role in developing a professional relationship with diverse groups in the local community.
10.2 Provides nursing care in a respectful and culturally safe manner for Aboriginal and Torres Strait Islander peoples.	10.2 Provides nursing care in a respectful and culturally safe manner for Aboriginal and Torres Strait Islander peoples.	10.8 Works with diverse groups to develop, implement and evaluate specific programs to engage them within the Practice community.
10.3 Recognises and respects the impact of diversity on consumers accessing primary care services.	10.3 Recognises and respects the impact of diversity on consumers accessing primary care services.	10.9 Promotes access to general practice services by diverse groups in the local community.
10.4 Identifies the needs of individual consumers and adapts nursing practice to provide sensitive primary care nursing services.	10.4 Identifies the needs of individual consumers and specific groups within the Practice and leads the adaption of service delivery within the Practice to meet these needs.	10.10 Creates and/or provides resources that specifically meet the needs of consumers from diverse groups.
10.5 Assists the RN to implement programs for diverse groups within the Practice community.	10.5 Implements programs to actively engage with diverse groups within the Practice community.	10.11 Takes an active role in managing factors that seek to disrupt the provision of a safe, respectful and inclusive environment.
	10.6 Identifies potential barriers to accessing the Practice by local diverse groups.	10.12 Facilitates education for members of the general practice team around the specific needs of relevant diverse groups in the local community.

26

STANDARD 11

Effectively delivers evidence-based health information to improve health literacy and promote self-management.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
11.1 Provides relevant evidence-based health information to consumers in consultation with the RN.	11.1 Assesses consumers' health literacy and understanding of their health status.	11.8 Develops education/ self-management resources relevant to the Practice community.
11.2 Uses appropriate communication skills to deliver health information to individual consumers.	11.2 Refers consumers to external agencies for support related to health literacy or self-management.	11.9 Critically evaluates the strategies used by the nursing team to facilitate health education and promotion of self-management.
11.3 Demonstrates an understanding of the concept of health literacy.	11.3 Provides relevant, evidence-based health information to consumers.	11.10 Integrates evidence-based principles in the delivery of health education and self-management support.
11.4 Demonstrates an understanding of the concept of self-management.	11.4 Uses appropriate communication skills and resources to deliver health information to individual consumers.	11.11 Supports other nurses in the development and/ or delivery of health education and consumer self-management.
	11.5 Tailors health information to the needs of individual consumers.	
	11.6 Facilitates access to appropriate health information resources.	
	11.7 Actively implements strategies to facilitate and promote self-management within the delivery of nursing care.	

27

STANDARD 12

Evaluates the quality and effectiveness of nursing care.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
12.1 Regularly undertakes reflection on the quality of their clinical practice.	12.1 Regularly undertakes critical reflection on the quality of their individual clinical practice and nursing services within the Practice.	12.6 Takes a leadership role in critically evaluating potential or actual risk, near misses and/or safety breaches related to nursing care and develops a plan to minimise future events.
12.2 Identifies, reports and documents potential or actual risk, near misses or safety breaches related to nursing care, to the supervising RN.	12.2 Identifies, documents and acts on potential or actual risk, near misses or safety breaches related to nursing care.	12.7 Leads activities within the nursing team around quality improvement related to nursing care.
12.3 Participates in regular discussions with supervising RN/s about the quality of nursing care in the Practice.	12.3 Regularly communicates with the ENs under their supervision and other RNs around risk management, quality improvement opportunities and initiatives related to nursing care.	12.8 Establishes and monitors key performance indicators appropriate to the model of nursing care.
12.4 Supports activities to evaluate the quality and effectiveness of nursing care.	12.4 Initiates and/or actively participates in activities to evaluate the quality and effectiveness of nursing care.	12.9 Works with other nurses in general practice on nursing quality improvement issues across Practices at a local, State/Territory and/or national level.
	12.5 Communicates issues relating to nursing quality and effectiveness to relevant members of the general practice team.	12.10 Appropriately disseminates information relating to quality improvement to nursing and/or general practice groups.

28

Domain 3: General Practice Environment

STANDARD 13

Demonstrates proficiency in the use of information technology, clinical software and decision support tools to underpin health care delivery.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
13.1 Understands the importance of accuracy in entering computerised data.	13.1 Understands the importance of accurate data entry to both the accuracy of clinical records and the ability to retrieve information.	13.6 Understands the importance of, and, undertakes regular data checking and cleansing.
13.2 Accurately and appropriately documents data gathered during episodes of care using relevant IT systems.	13.2 Accurately and appropriately documents nursing assessments and care using relevant IT systems.	13.7 Conducts audits of Practice data using relevant IT systems and contributes to planning a response to the findings.
13.3 Demonstrates the ability to retrieve information from IT systems.	13.3 Demonstrates the ability to search IT systems to identify relevant consumers for clinical activities or quality assurance.	13.8 Initiates education of the general practice team around identified issues related to data quality.
13.4 Appropriately uses decision support tools to underpin delegated nursing care within the EN scope of practice.	13.4 Demonstrates the ability to search IT systems to understand the demographics and health status of the Practice population.	13.9 Critically evaluates the use of IT in the delivery of nursing care.
	13.5 Appropriately uses decision support tools to underpin nursing assessment and/or care planning.	13.10 Acts as a mentor to support the development of clinical IT skills in other nurses and members of the general practice team.
		13.11 Seeks out innovations in IT to support the delivery of nursing care in the Practice.

STANDARD 14

Effectively uses registers and reminder systems to prompt intervention and promote best practice care.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
14.1 Demonstrates an understanding of the recall and reminder processes and relevant registers within the Practice. 14.2 Undertakes delegated tasks related to the recall and reminder processes and/or registers.	14.1 Articulates an appropriate knowledge base around the rationale for various recall and reminder systems and relevant registers within the Practice. 14.2 Identifies clinical situations where recalls and reminders are required. 14.3 Works with the general practice team to establish and maintain relevant registers within the Practice. 14.4 Effectively collaborates with other members of the general practice team to manage administrative tasks related to the recall and reminder process and/or registers. 14.5 Refers to clinical guidelines to ensure that recall and reminder systems and/or registers are consistent with current best practice.	14.6 Identifies a population health clinical need and initiates new recall and reminder systems and/or registers as required. 14.7 Critically evaluates the safety and effectiveness of Practice recall and reminder systems and/or registers. 14.8 Develops and implements systems and processes to identify near misses in relation to recalls and reminders. 14.9 Undertakes audits of Practice registers to identify potential areas of clinical improvement.

STANDARD 15

Understands the context of general practice within the wider Australian health care system, including funding models.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
15.1 Considers the implications of the context of general practice when providing nursing care.	15.1 Considers the implications of the context of general practice when providing nursing care.	15.7 Maintains detailed and current knowledge of the various funding streams available to general practices.
15.2 Understands the role of general practice in the health care system.	15.2 Demonstrates an awareness of relevant and current models of funding for general practice.	15.8 Actively participates in the development of business cases, including health outcomes evidence and financial implications, to support nursing in general practice.
15.3 Articulates an awareness of the current models of funding for general practice.	15.3 Maintains current knowledge around the funding mechanisms for nursing service delivery in general practice.	15.9 Provides leadership in developing nursing models to meet the changing context of general practice.
15.4 Maintains current knowledge about the ways in which nursing in general practice is funded.	15.4 Considers relevant options for funding of health service delivery for consumers, including private health insurance and relevant funding schemes, based on individual circumstances.	
15.5 Identifies the role of primary health care organisations as they relate to general practice.	15.5 Understands the role of primary health care organisations as they relate to general practice.	
	15.6 Recognises the importance of developing business cases, including health outcomes evidence and financial implications, to support nursing services in general practice.	

STANDARD 16

Contributes to quality improvement and research activities to monitor and improve the standard of care provided in general practice.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
16.1 Identifies, documents and reports potential or actual risk, near misses or safety breaches within the Practice to the supervising RN. 16.2 Actively participates in Practice-wide quality improvement and research activities as delegated by the RN. 16.3 Participates in the process of Practice accreditation.	16.1 Participates in audits to identify quality issues within the Practice. 16.2 Collaborates with other members of the general practice team to address potential or actual risk, near misses or safety breaches. 16.3 Actively participates in Practice-wide quality improvement and research activities. 16.4 Actively engages with relevant research through continuing professional development activities. 16.5 Leads nursing involvement in the process of Practice accreditation.	16.6 Collaborates with other members of the general practice team to initiate Practice-wide quality improvement and/or research activities. 16.7 Takes a leadership role in the accreditation process, in relation to nursing roles and responsibilities. 16.8 Identifies and prioritises quality issues within the Practice.

STANDARD 17

Participates in the development, implementation and evaluation of relevant policies and procedures.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
17.1 Demonstrates knowledge of current policies and procedures. 17.2 Identifies and reports issues with current policies and procedures when applied in practice.	17.1 Demonstrates knowledge of current policies and procedures and an understanding of their implications for nursing practice. 17.2 Identifies risk and adverse events related to current policies and procedures. 17.3 Assists in developing and reviewing relevant policies and procedures to ensure that they reflect both best practice and the local context. 17.4 Works with members of the general practice team to implement new or revised policies and procedures. 17.5 Works with members of the general practice team to monitor and evaluate changes to policies or procedures.	17.6 Critically evaluates policies and procedures based on evidence and changes in the environment of general practice. 17.7 Takes a leadership role in the development, implementation and evaluation of Practice policies and procedures. 17.8 Anticipates risk and potential for adverse events related to policies and procedures. 17.9 Contributes to, and/or initiates the development, implementation and evaluation of policies and/or procedures for nursing in general practice at a local, State/Territory and/or national level.

STANDARD 18

Monitors local population health issues to inform care and responds to changing community needs.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
18.1 Collects information on population health issues as delegated by the RN. 18.2 Is aware of the impact of population health issues on individuals and the Practice community.	18.1 Understands the population health profile of the Practice community and identifies areas of need. 18.2 Identifies local health trends and responds to these within the Practice.	18.3 Analyses and interprets current population health data to inform improvements in nursing care and/or service delivery in the Practice. 18.4 Anticipates community population health needs related to local changes in the community demographics, physical environment and the social determinants of health.

34

STANDARD 19

Effectively manages human and physical resources.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
19.1 Manages and prioritises own workload as delegated by the RN.	19.1 Manages and prioritises own workload.	19.9 Contributes to the development of proposals/briefs for additional resources.
19.2 Efficiently undertakes clinical tasks as delegated by the RN.	19.2 Seeks support from RN colleagues if unclear about priorities or workload.	19.10 Develops, implements and monitors systems for managing supplies and equipment within the Practice.
19.3 Seeks support from the RN if unclear about priorities or workload.	19.3 Effectively delegates tasks to other members of the general practice team as appropriate.	19.11 Critically analyses resource utilisation.
19.4 Uses resources efficiently in providing nursing care.	19.4 Uses resources effectively and efficiently in providing nursing care.	19.12 Manages a budget for nursing services and/or equipment.
19.5 Orders and maintains clinical supplies and equipment as delegated by the RN.	19.5 Works with the general practice team to ensure appropriate clinical supplies and equipment are available.	19.13 Recognises alternative resources, supplies and/ or equipment that could improve service delivery.
19.6 Identifies and reports issues with supplies or equipment to the RN.	19.6 Undertakes checking of clinical equipment used in nursing care to ensure that it is well maintained and serviceable.	
	19.7 Identifies and reports to relevant members of the general practice team when resource levels are negatively impacting on service delivery.	
	19.8 Identifies and reports to relevant members of the general practice team when nursing equipment requires servicing and/or maintenance.	

Domain 4: Collaborative Practice

STANDARD 20

Builds and maintains professional and therapeutic relationships with consumers, their families and/or support person(s).

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
20.1 Practises in a manner that recognises the nature of professional and therapeutic relationships in the general practice setting.	20.1 Practises in a manner that recognises the importance and maintenance of professional and therapeutic relationships in the general practice setting.	20.5 Provides mentorship to other members of the general practice team to support communication and relationship building.
20.2 Uses effective communication and interpersonal skills to build trust, and promote confidence and satisfaction.	20.2 Uses effective communication and interpersonal skills to build trust, promote confidence and satisfaction, and empower consumers, their families and support persons.	20.6 Proactively seeks to establish ongoing relationships with members of the Practice community.
20.3 Creates and maintains a safe environment for consumers, their families and support persons during episodes of care.	20.3 Creates and maintains a safe physical and/or psychosocial environment for consumers, their families and support persons.	
20.4 Reflects on professional and therapeutic relationships.	20.4 Critically reflects on strategies used to engage with consumers, their families and support persons.	

STANDARD 21

Effectively communicates, shares information and works collaboratively with the general practice team.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
21.1 Uses appropriate communication and interpersonal skills to build collegial relationships within the general practice team.	21.1 Uses appropriate communication and interpersonal skills to build collegial relationships within the general practice team.	21.8 Develops and implements strategies to share clinical information between members of the general practice team.
21.2 Regularly and effectively communicates with the RN and shares relevant information.	21.2 Regularly and effectively communicates with ENs and shares relevant information.	21.9 Proactively seeks to contribute to the development of communication skills in all members of the general practice team.
21.3 Communicates clinical and/or personal information in a manner consistent with relevant State/Territory privacy legislation.	21.3 Ensures that all processes for nursing communication of clinical and personal information within the Practice are consistent with relevant State/Territory privacy legislation.	21.10 Demonstrates a leadership role in developing a culture of collaboration within the nursing and general practice teams.
21.4 Shares relevant clinical information and external learning with other members of the general practice team.	21.4 Communicates clinical and/or personal information in a manner consistent with relevant State/Territory privacy legislation.	21.11 Critically evaluates the nature of collaboration and/or teamwork within the Practice.
21.5 Actively communicates with other members of the general practice team regarding clinical care, workforce and environmental issues.	21.5 Shares information and external learning with other members of the general practice team.	21.12 Identifies potential strategies to enhance collaboration and/or teamwork within the Practice.
21.6 Practises in a collaborative manner within the nursing and general practice teams.	21.6 Initiates communication with other members of the general practice team regarding clinical care, workforce and environmental issues.	21.13 Seeks to engage all members of the nursing and general practice team in collaborative practice.
	21.7 Actively promotes and supports a collaborative culture within the nursing and general practice team.	

STANDARD 22

Liaises effectively with relevant agencies and health professionals to facilitate access to services and continuity of care.

Performance Indicators

Enrolled Nurse [EN]	Registered Nurse [RN]	Registered Nurse Advanced Practice
22.1 Identifies relevant local service providers and criteria for accessing their services.	22.1 Identifies and uses relevant local service providers and understands the criteria/referral pathways for accessing their services.	22.7 Critically evaluates and seeks to address gaps in local service provision.
22.2 Contributes to the building of relationships between the Practice and relevant local service providers.	22.2 Initiates and establishes relationships between the Practice and relevant local health service providers and understands how this impacts on their primary care.	22.8 Actively seeks to expand opportunities for the Practice community to access local services.
22.3 Facilitates referral of consumers to local service providers as delegated by the RN.		22.9 Co-ordinates care for those with complex conditions, acting as a liaison between health professionals.
22.4 Identifies consumers who are receiving care from various local service providers.	22.3 Refers consumers appropriately to local service providers.	22.10 Leads the development of strategies to promote equitable access to services.
22.5 Communicates with care providers about the individual consumer and their health status/care needs as delegated by the RN.	22.4 Identifies consumers who are receiving care from various local service providers.	
	22.5 Works collaboratively with GPs and other service providers to ensure that individual care needs are met.	
	22.6 Engages in the coordination of care to promote continuity and ensure appropriate resource allocation.	

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Appendix A
Members of the Project Advisory Group

Dr Rosemary Bryant – Commonwealth Chief Nurse and Midwifery Officer

Melissa Cooper – Australian Nursing and Midwifery Accreditation Council

Veronica Croome – Australian and New Zealand Council of Chief Nurses and Midwives

Marlene Eggert – Australian College of Nursing

Judy Evans – Royal Australian College of General Practitioners (until May 2014)

Samantha Moses – Australian Primary Health Care Nurses Association

Professor Elizabeth Patterson – Council of Deans of Nursing and Midwifery (Australia and New Zealand)

Susan Pitt – Consumers Health Forum of Australia

Lynn Saul - Australian College of Rural and Remote Medicine

Alyson Smith / Petrina Halloran - Australian Health Practitioner Regulation Agency

Lynne Walker – Australian Medicare Local Alliance (until June 2014)

Project Team

Julianne Bryce - Australian Nursing and Midwifery Federation, Chair, Project Manager

Elizabeth Foley - Australian Nursing and Midwifery Federation, Project Manager

Christine Ashley - Australian Nursing and Midwifery Federation, Project Officer

Elizabeth Halcomb - University of Wollongong, Lead Researcher

Moira Stephens - University of Wollongong, Research Assistant

Appendix B
Members of the Project Reference Group

Christine Ashley	Elaine Green
Julianne Badenoch	Kathy Godwin
Karen Booth	Elizabeth Halcomb
Julianne Bryce	Christopher Helms
Jane Butcher	Jennifer Lang
Lisa Edmonds	Jo-Anne Millard
Judy Evans	Lesley Pugh
Elizabeth Foley	Moira Stephens

Australian
Nursing &
Midwifery
Federation