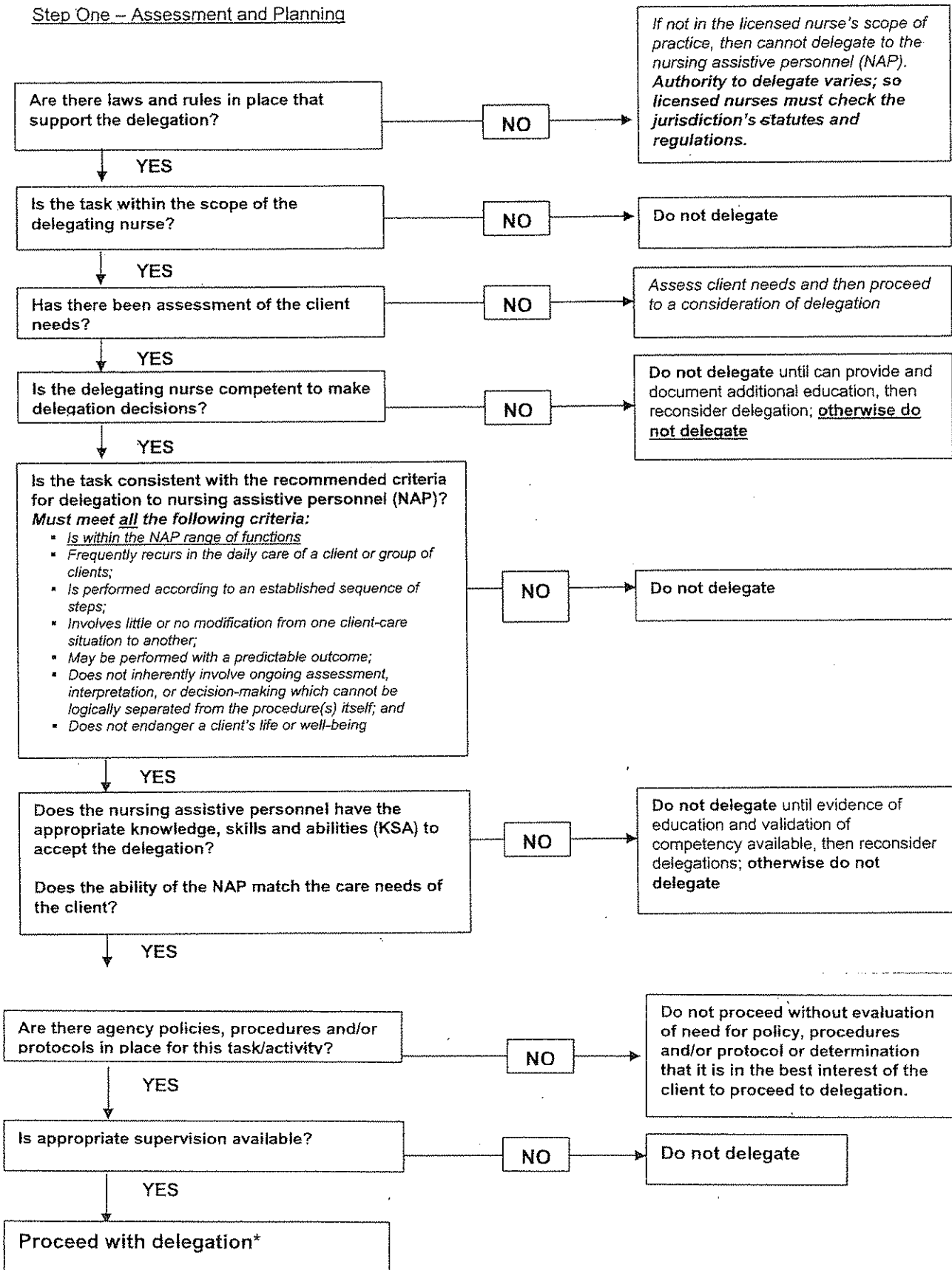


Step One – Assessment and Planning



Step Two – Communication

Communication must be a two-way process

<p>The nurse:</p> <ul style="list-style-type: none"> ▪ Assesses the assistant's understanding <ul style="list-style-type: none"> ○ How the task is to be accomplished ○ When and what information is to be reported, including <ul style="list-style-type: none"> ✓ Expected observations to report and record ✓ Specific client concerns that would require prompt reporting. ▪ Individualizes for the nursing assistive personnel and client situation ▪ Addresses any unique client requirements and characteristics, and clear expectations of: ▪ Assesses the assistant's understanding of expectations, providing clarification if needed. ▪ Communicates his or her willingness and availability to guide and support assistant. ▪ Assures appropriate accountability by verifying that the receiving person accepts the delegation and accompanying responsibility 	<p>The nursing assistive personnel</p> <ul style="list-style-type: none"> ▪ Ask questions regarding the delegation and seek clarification of expectations if needed ▪ Inform the nurse if the assistant has not done a task/function/activity before, or has only done infrequently ▪ Ask for additional training or supervision ▪ Affirm understanding of expectations ▪ Determine the communication method between the nurse and the assistive personnel ▪ Determine the communication and plan of action in emergency situations. 	<p>Documentation: Timely, complete and accurate documentation of provided care</p> <ul style="list-style-type: none"> ▪ Facilitates communication with other members of the healthcare team ▪ Records the nursing care provided.
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Step Three – Surveillance and Supervision

The purpose of surveillance and monitoring is related to nurse's responsibility for client care within the context of a client population. The nurse supervises the delegation by monitoring the performance of the task or function and assures compliance with standards of practice, policies and procedures. Frequency, level and nature of monitoring vary with needs of client and experience of assistant.

<p>The nurse considers the:</p> <ul style="list-style-type: none"> ▪ Client's health care status and stability of condition ▪ Predictability of responses and risks ▪ Setting where care occurs ▪ Availability of resources and support infrastructure. ▪ <u>Complexity of the task being performed.</u> 	<p>The nurse determines:</p> <ul style="list-style-type: none"> ▪ The frequency of onsite supervision and assessment based on: <ul style="list-style-type: none"> ○ Needs of the client ○ Complexity of the delegated function/task/activity ○ Proximity of nurse's location 	<p>The nurse is responsible for:</p> <ul style="list-style-type: none"> ▪ Timely intervening and follow-up on problems and concerns. Examples of the need for intervening include: ▪ Alertness to subtle signs and symptoms (which allows nurse and assistant to be proactive, before a client's condition deteriorates significantly). ▪ Awareness of assistant's difficulties in completing delegated activities. ▪ Providing adequate follow-up to problems and/or changing situations is a critical aspect of delegation.
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Step Four – Evaluation and Feedback

Evaluation is often the forgotten step in delegation.

In considering the effectiveness of delegation, the nurse addresses the following questions:

- Was the delegation successful?
 - Was the task/function/activity performed correctly?
 - Was the client's desired and/or expected outcome achieved?
 - Was the outcome optimal, satisfactory or unsatisfactory?
 - Was communication timely and effective?
 - What went well; what was challenging?
 - Were there any problems or concerns; if so, how were they addressed?
- Is there a better way to meet the client need?
- Is there a need to adjust the overall plan of care, or should this approach be continued?
- Were there any "learning moments" for the assistant and/or the nurse?
- Was appropriate feedback provided to the assistant regarding the performance of the delegation?
- Was the assistant acknowledged for accomplishing the task/activity/function?