

## Successful Delegation Facilitator Guide

The goal of appropriate delegation is optimal care. Optimal care is high quality, patient focused, and cost effective. For delegation to be appropriate it is necessary to understand the Board of Nursing's (BON) **standards**, use effective **communication** skills, and provide instruction that leads to demonstrable knowledge and **competence**. That is why we are providing a 3 part webinar series on delegation in the community environment.



Module one focuses on the BON **standards**:



Module two focuses on **communication**:



Module three focuses on teaching to **competence**:

We envision these webinars being used as orientation for new staff, but even more importantly as in-services for your current staff. We believe there is great value in viewing these presentations as a group, choosing an application exercise to cement learning, then immediately engaging in dialogue around improving your facilities current practice. To this end, we have created this facilitator's guide that will help you plan meaningful in-services, which will impact the quality of care in your facility, and ultimately improve living conditions for the citizens of Idaho.

## Module One

The goal of module one is to clearly explain the Idaho Board of Nursing's standards for licensed nurse delegation to unlicensed assistive personnel. When used appropriately, delegation of some nursing tasks can be both safe and promote the resident's ability to stay in the Assisted Living environment. This is the longest of the webinars. Your willingness to invest the time to both view the webinar - and have an honest discussion (actually a gap analysis) around how your systems could be improved - will set the stage for how much your facility will benefit from participating in this education.

### Learning Objectives:

1. Describe the challenges related to the delegation process.
2. Understand the rationale of licensed nurse-led delegation.
3. Explain the BON standards related to the 5 rights of delegation.
4. Apply the standards of delegation to the act of medication administration.

### Suggested in-service plan:

1. Review available handouts and resources and make copies for participants. Available handouts and resources include:
  - a. PowerPoint notes
  - b. Distinguishing "Medication Administration" from "Assistance with Medication"
  - c. Joint Statement on Delegation: American Nurses Association (ANA) and the National Council of State Boards of Nursing (NCSBN) BON rules on delegation
  - d. Sample delegation policy
  - e. The following will come later, after the initial pilot of the course. **PLEASE MESSAGE US WITHIN THE COURSE SO WE CAN BEGIN TO DEVELOP THESE!**
    - i. Medication administration FAQ
    - ii. Licensing and certification FAQ
2. View webinar – running time 32 minutes (add approximately 10 minutes to work on the review questions together)
3. Facilitate a discussion:
  - a. Based on the presentation:
    - i. What are we already doing well?
    - ii. What do we need to start doing?
    - iii. Pick the top 2- 3 ideas for improvement and appoint a work group to begin the process
4. Close by asking participants to submit any questions or concerns to be addressed by messaging the course administrators within the course

## Module Two

The goal of module two is to increase the quality of communication around the act of delegation. Good communication can lead to positive teamwork and co-worker relations. This positive work environment is a major variable for retention of your direct care staff. Care staff that like and understand each other is the backbone of resident safety. This webinar should take only half of a typical hour long in service, we hope you use the remaining time to do the role-plays and application exercises that are available. Good communication can improve every aspect of a work environment.

### Learning Objectives

1. Understand the Board of Nursing standards related to communication in the delegation process
2. Explain how effective team communication promotes resident safety
3. Identify the steps in specific communication techniques:
  - a. Active listening
  - b. Feedback
  - c. Assertion language

### Suggested in-service plan:

1. Review available handouts and resources and make copies for participants. Available handouts and resources include:
  - a. PowerPoint notes
  - b. URL: AHRQ has a fabulous program called Team STEPPES, please visit the website to access slides, materials and videos all around the topic of good communication and teamwork for patient safety
  - c. Assertive Communication (U of U)
  - d. Assisted Living Stop and Watch
  - e. Assisted Living SBAR Communication Form - LICENSED NURSE
  - f. Assisted Living SBAR communication form – CAREGIVER
  - g. Magic Wand Exercise
2. View webinar – running time 25 minutes (add approximately 20 minutes to work on the review questions together)
3. Hear a report from the delegation improvement workgroup on progress since the last meeting
4. Close by asking participants to submit any questions or concerns to be addressed by messaging the course administrators within the course

## Module Three

The goal of module three is to provide theory around how adults best learn. Resident safety hinges on how well UAPs perform delegated tasks, and good performance is driven by how well they were taught. Whenever possible find resources created by education and content experts. Invest in quality and safety by making sure your policies are up to date, and your supplies are adequate.

### Learning Objectives

1. Describe how effective teaching contributes to safe delegation.
2. List 3 needs of adult learners
3. Explain 2 effective teaching methods for auditory, visual, and tactile learners.
4. Reinforce the importance of assessing knowledge and competence prior to delegation

### Suggested in-service plan:

1. Review available handouts and make copies for participants. Available handouts and resources include:
  - a. PowerPoint notes
  - b. Adult learners
  - c. Learning styles
  - d. Multiple intelligence
2. View webinar – running time 25 minutes (add approximately 20 minutes to work on review questions together)
3. Hear a report from the delegation workgroup on progress since the last meeting
4. Re-evaluate priorities
5. Re-work plan and appoint new or additional project groups as needed
6. Instruct participants how to take the concluding quiz and print their certificate of achievement for mastering the 3 modules
  - a. Ask them to review the presentations, then take the quiz
  - b. Please clarify the quiz can be retaken and should be until 100% competency is achieved**
7. Close by asking participants to submit any questions or concerns to be addressed by messaging the course administrators within the course