

Registered Practical Nurse (RPN) Role Description Matrix

Background: The Registered Nurses' Association of Ontario (RNAO) is leading a ground-breaking task force that is bringing together key stakeholders to review the role of Primary Care Nurses (Registered Nurses and Registered Practical Nurses) in the delivery of quality and accessible primary care. Recommendations will aim at optimizing the utilization of the 2,873 RNs and 1,412 RPNs currently working in primary care by maximizing their scope of practice. The purpose of this matrix is to summarize the current roles and responsibilities of nurses practicing in a number of primary care settings and was compiled through existing job descriptions. Given the broad role of Primary Care Nurses, there may be practice elements that are incomplete or missing. Please send additions to Tim Lenartowych at: tlenartowych@rnao.org

Updated: March 2012

Domains of	FHT – RPN	FHT – RPN	FHT – RPN	FHT – RPN	CHC	NPLC
practice					RPN	RPN
	submitted by Judie Surridge	submitted by Angie Heydon	submitted by Colleen Synder	submitted by Scott Downs	submitted by Scott Down	submitted by Pam Delgaty
<u>Assessment</u> (physical / psychosocial)	 Performs a comprehensive and focused health and psychosocial assessment that includes health history and a complete physical evaluation. Conducts a risk assessment in collaboration with the patient and other service providers and develops appropriate health plans to promote health and prevent illness and complications. Assesses the immunization status of all patients. Obtains a history of the presenting health issue(s). Uses and adapts assessment tools and techniques based on the patient's unique needs and best practices. Assesses current knowledge, education and literacy levels, social supports, learning preferences and other factors that may affect the education approach and plan. 	 Assessment of stable, known client's holistic health needs. Analyzes the findings of the health assessment. 	Assist the primary care team through assessment, triage, treatment and follow-up.	Screen patients: take medical history, take and record vital signs.		 Performs nursing assessments and interventions for the clients of the Lakehead Nurse Practitioner-Led Clinic within scope of practice. Identifies health needs of clients attending the Lakehead Practitioner-Led Clinic.

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Assessment (documentation)	 Completes and documents a thorough medication assessment. Documents health assessment and clinical data patient chart. Participates in the maintenance of an accurate comprehensive health record. Documents accurate and pertinent patient information in a timely manner, including maintaining a comprehensive health summary or patient profile. 	 Documents using client health records, refers to and arranges follow-up as necessary. 	• Maintains complete and accurate medical records and answers patient inquiries in order to direct them to appropriate and comprehensive treatment under the direction of the physician.	Ensures medical charts and reports are available when required.		
Assessment (e-health reports and QI)	 Synthesizes health assessment information and uses critical thinking and clinical reasoning skills to identify health concerns and potential screening issues. Documents according to standards for completing electronic medical records. Incorporates objective findings such as laboratory and diagnostic findings, specialist reports and past history in a comprehensive assessment. Identifies and collects performance and quality improvement data and initiates or participates in a process to address identified issues. Completes documentation, accurate statistical data, and reports. Participates or leads quality improvement programs or initiatives in the practice. 	 Interpret client health records. Observe and record outcomes. Prepares monthly or as required statistical reports for the Ministry of Health and Long Term Care or as required by the Timmins Family Health Team. 	 Performs regular chart audits if requested by the Executive Director or Physicians. 			

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<u>Treatment</u> (telephone advice and triage)	 Provides telephone and in-person triage according to established practice protocol Provides telephone care, follow- up and consultation, 	In collaboration with Nurse Practitioner and other Allied Health Professionals, implements and discuss appropriate individualized care plan with the client/family caregiver based on best practices.				Assist Nurse Practitioner with triage at walk-in clinics.
<u>Treatment</u> (<u>clinical</u>)	 Prepares prescriptions for signing or facilitates the ordering of medications according to practice policy. Completes referrals or consults, lab requisitions, and diagnostic requisitions. Nursing interventions include:, wound care/suture/staple removal, insulin starts, specimen collection (i.e., paps, swabs, skin scrapings etc.), INR management, injections, immunizations, ear syringing, wart treatment, foot care, assisting with procedures, etc. Completes insurance, Worker's Compensation Board documents or other forms. 	Provide nursing care and delegated treatment in clinic.	 Performs clinical tasks by conducting: nursing assessments, health education/counseling, history taking, performing specific procedures according to the College of Nurses of Ontario standards of nursing practice, and providing follow-up care. Collects specimens-urine, sputum, FOB, swabs as ordered. Provides pre-natal interventions, including blood work, urine testing, weight and blood pressure. Administers medication orally, topically and parenterally. Provides wound care including dressing changes, irrigation, packing, suture removal and changes colostomy appliances when requested by physician. Utilizes the Nursing Process to assess, plan, implement, and evaluate patient care, in consultation with the physician, on an ongoing basis. Prepares client for physicians and assists when required for exam room 	 Performs procedures as instructed by individual physician/nurse practitioner/RN under direct supervision Relay messages from physician/nurse practitioner/RN. Provides support and assistance to physicians, nurse practitioners, and RNs in the provision of primary healthcare to patients. 		 Administers medication(s) and immunizations as ordered by a provider and observe and document adverse and/or therapeutic effects. Performs nursing duties including, but not limited to, dressing changes, infection control, health teaching, monitoring nutritional intake, taking vital signs and conducting specimen collections. Assists Nurse Practitioners with various procedures: Vital signs on all patients, Height, weight, Triage of patients at walk-in clinics, Contacting patients on behalf of the nurse practitioners, Ear flushing, Diabetic education, Weight checks, BP checks, Urine dips / pregnancy

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			 procedures i.e. administration of Oxygen and pap smear observation. Preparation can include weight, height, BMI and other patient stats i.e. vital signs. Other duties that are deemed appropriate and assigned by the Sunset Country Family Health Network physicians. Reviews lab results and forwards reports requiring attention to the physician, i.e. critical values. 			testing, o RBS, o Wart removal – Histofreeze, o Suture removal, o Venipuncture, o Quality assurance checks – vaccine fridge, glucometer, spirometer, oxygen and medications o Maintain and assist with vaccine ordering and pick up from Thunder Bay District Health Unit.
<u>Treatment</u> (<u>self-management</u> <u>and system-</u> <u>navigation</u>)	 Monitors patient progress with respect to risk reduction and self- management plans. Assists and supports the patient in life transitions, including palliation and death. Works as a navigator to ensure the appropriate referrals and connections to other services and programs that would enable the patient to achieve their health goals. Co-ordinates services and care with the patient to ensure continuity and follow-up. Assists and supports patients with implementation of the health plan including interventions and diagnostic testing. This may involve setting up supports such as medication delivery/adherence programs for medications, assisting 	 Help clients to identify and use health resources. Involves clients in decisions about their own health. Encourage clients to take action for their own health. 				

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	with transportation, arranging in-					
	home care, etc.					
	Completes necessary documents					
	to access medications or treatments that are exceptions to					
	formulary.					
Treatment	 Initiates and/or contributes to the 					Conducts initial screening
	development of a health plan in					assessments, provide
(health counseling	collaboration with the patient and					appropriate care and/or make
and referrals)	other members of the interdisciplinary					appropriate referrals within the
	team.					scope of practice of a
	 Provides and co-ordinates screening 					Registered Practical Nurse.
	for health issues such as:					 Monitors diabetic patients with
	o diabetes,					respect to blood sugar levels,
	 hypertension, cholesterol, 					diet, foot care and weight.
	 cancer screening, cardiovascular 					Assist clients with appropriate referrals when and if
	health,					necessary.
	o mental health,					necessary.
	 cognitive function and 					
	osteoporosis.					
	 Provides counseling on health 					
	promotion and illness prevention					
	strategies.Encourages maximum independence					
	and accountability for self-care.					
	 Informs and educates patients 					
	regarding the meaning and					
	implications of test results and					
	interventions.					
	 Supports referrals or links to 					
	community resources,					
	Monitors, evaluates and adjusts the health plan based on effectiveness of					
	health plan based on effectiveness of interventions and/or changes in					
	condition or environment, in					
	collaboration with the patient and					
	condocidation with the patient and					

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Management and	 team members. Counsels patients on drug therapies, side-effects and interactions. Counsels and guides patients on symptom management, health maintenance and rehabilitation strategies, as well as risk factors and lifestyle changes. Discusses treatment options with patients and involves them in decision-making and selfmanagement. Participates in the development, 	Promotes awareness of	Participates in the Performance	Provides reception to	Develops and administer	Orders and keeps
Administration	 implementation, and maintenance of medical directives, and policies and procedures that guide practice. Monitors and maintains infection control practices according to established standards. 	 Timmins Family Health Team services and programs. Actively participates in staff, team and committee meetings as appropriate. Contributes to the efficient functioning of the organization and the attainment of goals. May participate in the expenditure of resources as planned. 	 Development Process with his/her supervisor every year or as required. Promotes a safe and healthy working environment. Participates in formulation of new policies and procedures, based on evidence-based practice and best practice guidelines. Assists in planning capital equipment expenditures for the SCFHT for each fiscal year. Responsible to practice appropriate equipment and supply utilization May supervise and assists volunteers and Co-op students working with the SCFHT. 	patients and/or staff personally or by telephone.	 department policies and procedures, and communicate to staff and other parties as appropriate. Responsible for supervising contracted RPNs and Doctor's Helpers. 	 inventory of clinical supplies and medical samples. In coordination with other clinical staff, maintain lab forms, monitor oxygen equipment, maintain drug cupboards, restock clinical rooms, prepare exam rooms for clients, inventory equipment and ensure equipment is maintained. Maintains immunizations including monitoring fridge temperatures, inventory and restocking supplies as necessary.
<u>Planning</u>	 Plans and participates in a strategy to recall patients for monitoring and screening (e.g., planned recall for diabetes, cervical screening, hypertension). Plans to prevent the onset of 	 Assists with planning and attends special events. Participates in the development planning and evaluation of treatment, education, counseling and 			Evaluates the services of the department and maintain highest standards of quality patient care.	 Work with members of the health care team to plan and evaluate programs. Maintains record of appropriate statistics and participate in their analysis.

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	 health issues and minimize complications arising from disease. Uses research findings and evidence to guide the delivery of services. 	health promotion activities of the Timmins Family Health Team.				Works with members of the health care team to plan and evaluate programs.
Education	 Provides education related to healthy living, chronic disease management, prevention of injury, illness and communicable diseases, care and treatment, individual and family adjustments, and support systems as appropriate to the patient situation. Employs education strategies and motivational interviewing skills to support behavior changes to enhance health (e.g., smoking cessation, physical activity, and healthy eating). Acquires, develops, and evaluates teaching materials and tools, with consideration for cultural, language, physical, intellectual, and environmental factors. Utilizes all health-care encounters as an opportunity to identify educational needs and provide health education (e.g., immunizations, screening, health lifestyle, smoking). 	 Supports health education and other activities that assist, promote and support clients as they strive to achieve the highest level of health. Facilitates appropriate inhouse and external education sessions. Stays current and aware of opportunities to implement new, evidenced-based methods of client assessment, treatment and programming. 	 Facilitates client/family education. Advocates for and promotes "health and wellness" care and education. Participates in health promotion and prevention and chronic disease programming as requested by SCFHT clinical program coordinator and/or SCFHN Physicians. 			 Performs nursing duties including, but not limited to, dressing changes, infection control, health teaching, monitoring nutritional intake, taking vital signs and conducting specimen collections. Maintains professional competence by participation in professional developmental programs and by individual self- directed study.
<u>Advocacy/</u> <u>Advisory</u>	Creates or advocates for an environment that facilitates patients' learning and maximizes their participation and control in	Provides leadership and mentorship to nursing students that enter Timmins Family Health Team on a	Advocates for a quality practice setting.			

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Referrals / Collaboration	 Meeting their health-care goals. Collaborates with patients and the interdisciplinary teams to develop, implement and evaluate health promotion and illness prevention programs. Builds on patient and community resources in planning health promotion and illness prevention strategies. Provides care in collaboration with family physician for patients in long-term care or assisted living, including home visits as required as per practice policy. Networks with community agencies and groups. Determines the need for and initiates consultations with other services and health-care providers in a timely and supportive manner. Establishes and maintains effective professional relationships and partnerships with other organizations to benefit system integration, efficient service utilization, and optimal patient care. 	 placement. Participates in the education of other health professional students. Works in collaboration with an interdisciplinary team, the Registered Practical Nurse supports expertise and knowledge of health promotion, disease prevention, and chronic disease management across client's lifespan. Collaborates with other health care providers Participates in interdisciplinary meetings as required. In clinical matters, the RPN collaborates with physicians and other Timmins Family Health Team members to provide the most efficient, appropriate primary care to a client of the Timmins Family Health Team. The RPN collaborates with other community health partners to deliver appropriate services and programs to the community. 	 Co-operates with other agencies in education regarding services and care available in the community. Co-operates with programs working closely with the SCFHT allied health care providers. Participates on teams/committees within the organization. Plays a major role on the health care team. Is required to work professionally and effectively with employees from all levels of the organization. Encourages co-operation between all staff in the work environment. Has knowledge of functioning of other departments within the organization to plan effective utilization of staff resources in the inter-disciplinary process 			 Assists the nurse practitioners as needed. Establish effective working relationships with peers, appropriate professional agencies and community groups. Develop and maintain respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services. Work as a team in a multi-disciplinary setting. Assists in creating linkages and liaison with community partners such as the Thunder Bay Regional Health Sciences Centre and the Thunder Bay District Health Unit.
Coordination of Care	Initiates or participates in patient care case conferences to ensure coordinated, comprehensive and holistic services.	Coordinates client care.				Develop and maintain respectful, cooperative working relationships to contribute to the integrated, seamless delivery of care.

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<u>Skills</u>	 Effective organizational, critical thinking, problem-solving and decision making skills. Works independently and is self-directed. Works well with other health-care professionals. Delegates care appropriately. An effective change agent. Excellent oral, written and verbal communication skills. 	 Exhibits creativity and exceptional problem solving skills. Superior leadership, organization, research, evaluation, time management, communication and interpersonal skills. Open and non-judgmental. Arranges priorities as necessary to perform tasks. Multi-tasking skills related to the delivery of efficient primary care including the ability to share information and teach while treating a patient. Excellent oral, written and verbal communication skills. 	 Maintains clinical skills pertaining to area of work. Maintains on- going awareness of change in technology, treatment of illness and nursing practices. Promotes and facilitates continuing competence in skills and ongoing education for self and all staff, to ensure delivery of the highest standard of care. Maintains skill in medication administration and aseptic technique. Excellent oral, written and verbal communication skills. 		Excellent oral, written and verbal communication skills.	 Oral and written communication skills Works independently and as a member of a multidisciplinary health services team Interpersonal, communication, problem solving, critical thinking and leadership skills Ability to work flexible hours and travel as determined by the Board in relation to service. Excellent oral, written and verbal communication skills.

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Knowledge	 Judie Surridge Knowledge of primary health care and the social determinants of health. Knowledge of concepts of health promotion, disease prevention, behaviour change counselling, program planning, individual and group counseling. Knowledge and awareness related to cultural competence. Nursing care knowledge related to primary care/community health/chronic disease management. Knowledge of the principles of the Stanford model of self- management. Understanding of the principles of collaboration. In-depth knowledge of health assessment and interventions in the family practice context. Maintains and applies evidence- based knowledge to the nursing process. 	 Angie Heydon Knowledge and proficiency in current, evidenced-based methods and practices of primary care delivery, with an emphasis on health promotion and risk reduction. Knowledge of the goals and structure of the organization, the policies and procedures and the programs. Demonstrated experience in Community and/or Primary Care Setting Practice within the scope and according to the standards of practice as outlined in legislation/regulations. Bases practice on sound theoretical knowledge. Maintains current knowledge of policy manuals, reading minutes of meetings and keeping up to date with organizational happenings. 	 Colleen Synder Experience/skill in various areas of primary and acute care Experience in Chronic Care/Rehab. Knowledge of health equipment before use. 			Pam Delgaty
Professional Commitment (Requirement)	 Recognizes personal attitudes, beliefs, feelings and values about health in their interactions with patients and their families Seeks professional development opportunities consistent with current primary care practice, new and emerging issues, changing 	 Exhibits a commitment to life-long learning. Participates in self-directed learning to ensure that practice remains relevant by attending professional conferences, e-learning and journal reviews. 	 Participates in ongoing education. Participates in the orientation process. Provides mentorship, additional skills training for co-workers where requested. Provides supervision of, and /or mentorship of RPN students. 	 Actively complies with established health and safety policies and procedures. 		 Adheres to the confidentiality policy, relevant legislation and all other policies and procedures of the Lakehead Nurse Practitioner-Led Clinic. Reflects and interprets the

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	 needs of patient populations, and research. Leads or participates in conference presentations. Advances primary care nursing through participation in professional development and practice development activities, mentoring students, orientating staff and participating in research and quality assurance initiatives. Provides supervision, mentorship, orientation, observational and teaching opportunities to students ensuring that program goals and objectives are met. Reflects on personal and team practice through a systematic evaluation of professional competencies, acceptability, quality, efficiency, and effectiveness of practice. 	 Desire and ability to update knowledge and skills through various means including technology-based opportunities, courses, workshops and conferences. Models the values and philosophy of the Corporation. Maintains confidentiality of team, personnel and client information. Maintains and develops professional competence through ongoing professional development. Fully participates in the Quality Assurance Program of the College of Nurses of Ontario. 	 Maintains required skills and educational components required specific to work area. Aligns practice with legislation, regulation, practice standards and evidence-based best practices. 			 mission and values of the Lakehead Nurse Practitioner-Led Clinic in his/her own work with enthusiasm and commitment. Supervises registered practical nursing students when required. Maintains a level of care that meets cultural, holistic and ethical standards based on the College of Nurses standards.
Educational Qualifications	Practical Nursing Diploma.	Practical Nursing Diploma.	Practical Nursing Diploma.		Practical Nursing Diploma.	Practical Nursing Diploma.
Registration Qualifications	Valid registration as an RPN with the College of Nurses of Ontario.	 Valid registration as an RPN with the College of Nurses of Ontario. 	Valid registration as an RPN with the College of Nurses of Ontario.		Valid registration as an RPN with the College of Nurses of Ontario.	Valid registration as an RPN with the College of Nurses of Ontario.
Certification Requirements	Current CPR and BCLS.	 A medication administration certificate from a Community College as recognized by MOHLTC. Current Ontario Driver's License. 	Current CPR.WHMIS.			 Certificate in foot care. Current first aid and CPR Driver's license. Attends training and complies with WHIMIS.

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Professional Membership Requirements	 Maintains a membership with professional organizations and interest groups. 					
Experiential Qualifications	 Minimum of five years of experience as a registered practical nurse. Experience working in a family. practice, community or primary health care setting. Experience in a variety of clinical areas. Experience in working within a collaborative interdisciplinary team. 				Prior nursing supervision would be an asset	 Two years of work experience as an RPN.
Language	 Proficiency in oral and written English. Secondary language may be an asset in specific practice settings. 					 English - ability to speak an additional language is an asset
Proficiency with Computers / Electronics		 Proficiency in the use of the computer hardware and software, particularly in Microsoft Word, Excel, Outlook. Computer, printer/scanner/fax, photocopier, telephone, AV Equipment including Video projection unit, hand-held, assessment tools, various teaching aids. Previous experience with EMR an asset. 	Basic computer skills.		Excellent Computer skills - knowledge and ability to work with Word and Excel software would be an asset.	 Computer and word processing skills. Experience with electronic documentation.
Physical Demands		The position requires minimal physical effort and the workday comprises				

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		 roughly of equal amounts of standing and sitting, with frequent position changes. The work environment will primarily be in well-lit, well-ventilated clinic areas that are furnished ergonomically. Environment may vary depending on location. The RPN may be required to provide primary care within the confines of a client's home. These environments are not assessed before hand and it is the responsibility of the RPN's to assess the environment for health and safety risks. It is policy of the Timmins Family Health Team that no employee is exposed to second-hand smoke. 				