

The heart of healthcare

NURSES' PROFESSIONAL SKILLS AND PERSONAL VALUES : THE ROLE IN PROVIDING A HIGHT QUALITY OF CARE

By Mirela Ilie



What is a nurse?

Individual with a nursing degree and a license to practice.

A caregiver: providing comfort and care

Advocate: standing up for the rights and needs of their patients.

Educators: patients and families

Communicators; a bridge between patient and healthcare team.

Leader: managing teams and critical decision

And above all, compassionate human being; bring empathy and kindness.

Are the first to provide care to a patient and the patient connection with other professionals.



(Frontera, 2023)

(International Council of Nurses, 1987); (World Health Organization, 2023)

A photograph of a silver and black stethoscope lying on a white computer keyboard. The stethoscope's chest piece is on the left, and its two ear tubes extend towards the bottom right. The keyboard keys are visible in the upper left corner.

Importance of nurses' skills and personal qualities in providing quality care

- Nurses' skills and personal qualities play a pivotal role in ensuring effective and compassionate patient care.

The four domains of nursing practice that all registered nurses must demonstrate competence in are:



Professional
Values



Communication
and Interpersonal
Skills



Nursing Practice
and Decision
Making

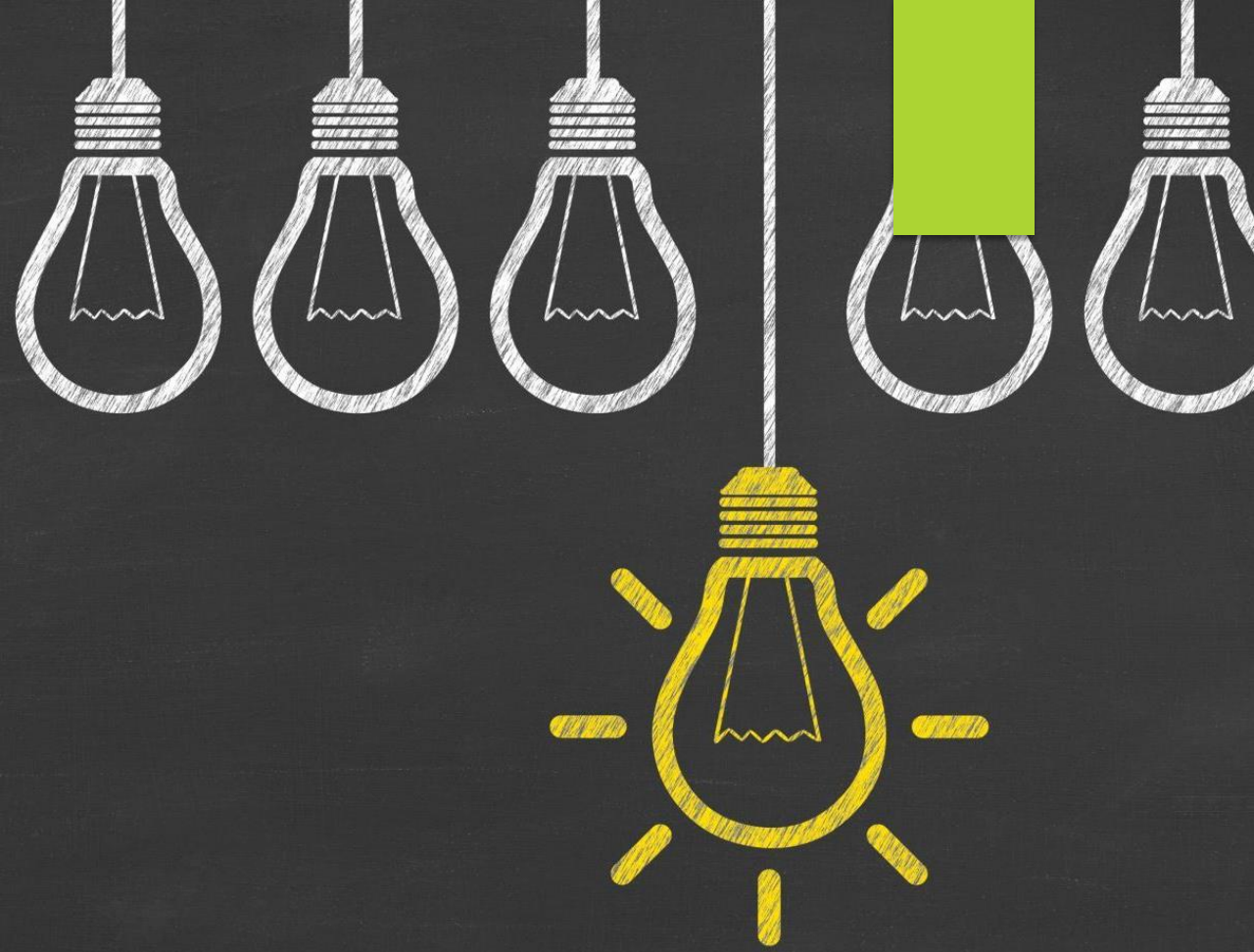


Leadership,
Management and
Team Working.

Nursing and Midwifery Council,

Professional Skills

- ▶ Communication skills
- ▶ Critical thinking- make decision based to evidence
- ▶ Technical skills
- ▶ Interpersonal skills
- ▶ Organizational skills



Communication Skills:

communication failures are a leading cause of patient harm.

Clarity and concision

Open-mindedness and respect towards the patient's choices

Active listening

Non-verbal communication: body posture, facial expressions, eye contact, touch and mimic gesture.

Cultural awareness

(Cross et al, 2019)

Critical thinking and problem- solving

- ▶ Nurses must be able to think critically and solve problem quickly and effectively in critical situation.
- ▶ Being able to identify potential problems, analyse information and implement solutions.



Attention to details

- Accurately document patient information
- Administration medication
- Perform other tasks with precision

Professional practise

- Nurses are required to make a commitment to their professional practice to ensure career development.
- A nurse have to act in a professional manner at all the times in line with the most recent version of The Code: Professional Standards of Practice and Behaviours for Nurses Midwives and Associates.
- Reflective practice is a critical component of nursing practice that allows nurses to evaluate their actions and improve their care.
- Nurses have to be honest and

(Nursing and Midwifery Council, 2023)



Reflective practice

- Can improve clinical outcomes;
- Enhance patient safety;
- Effective reflection requires self-awareness, critical thinking and willingness to learn from mistakes;
- Help to develop critical thinking and communication skills.

Personal values

- ▶ **Empathy and Compassion**
- ▶ - Ability to understand and share patients' feelings
- ▶ - Providing emotional support and building trust
- ▶ - Enhancing patient satisfaction and overall well-being
- ▶ **Adaptability and Flexibility**
- ▶ - Adjusting to changes in patient conditions or healthcare policies
- ▶ - Collaborating with diverse patients and colleagues
- ▶ - Promoting a positive work environment and resilience
- ▶ Resilience- the ability to face adversity and changes; helps nurses succeed in their career.
- ▶ Have a Duty of Candour- be honest when something wrong happen, Apologies and efforts to rectify any mistakes or omissions in patient information
- ▶ By acknowledging and taking responsibility for any errors, nurses can demonstrate their commitment to patient safety and well-being.

(WELSH GOVERNMENT,2023)

THE COMMITMENT TO PROFESSIONAL PRACTISE REQUIRED WITHIN NURSING TO ENSURE CAREER DEVELOPMENT:

- ▶ Continuous learning and professional development: Nurses must stay updated with the latest advancements in healthcare and continuously improve their knowledge and skills through ongoing education and training opportunities.
- ▶ Ethical practice: Nurses must adhere to a code of ethics, maintaining confidentiality, respecting patients' autonomy, and making decisions that prioritise the well-being of their patients.



Thank you for listening

ANY QUESTIONS?

Reference List:



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