

**Trinity Hospitals Clinical Ladder - Level Two Standards of Practice (CNA/NA)**

Name \_\_\_\_\_ Unit \_\_\_\_\_

Dates \_\_\_\_\_ to \_\_\_\_\_

As a Trinity Hospitals CNA/NA you may apply for entry into *Clinical Ladder Level Two* after one year of employment. You must have met all *Clinical Ladder Level One Standards of Practice*, met or exceeded the requirements outlined in your job performance review, and have no current disciplinary action(s) in your personnel file. You must demonstrate a commitment to consistently build on your skill and knowledge base and to develop the ability to care for more complex patients. You must also demonstrate the ability to work collaboratively as a part of the healthcare team, incorporate continuing education into your practice, and work to improve the quality of care in your clinical area. In order to advance to this level, you must be committed to meeting the following standards of practice and to completing specific activity options for *Clinical Ladder Level Two*.

Professionalism	Clinical Skills	Education	QI/Outcomes	Leadership
<ol style="list-style-type: none"> <li>1. Promotes a work environment of trust and collegiality ; promotes patient and coworker satisfaction</li> <li>2. Active involvement in interdisciplinary care planning.                             <ul style="list-style-type: none"> <li>o Identifies and reports potential referrals to ancillary departments and community resources as needed</li> <li>o Supports the activities and reputations of other disciplines throughout the organization</li> </ul> </li> <li>3. Utilizes appropriate communication skills.                             <ol style="list-style-type: none"> <li>1. Identifies conflict and seeks appropriate resolution</li> <li>2. Provides clear and complete information when handing off patient care, reporting changes in patient condition, or communicating with other clinicians</li> <li>3. Communicates clearly and effectively both orally and in writing</li> <li>4. Able to provide and receive constructive feedback</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Demonstrates a growing ability to independently prioritize and deliver quality care in a variety of patient care situations.</li> <li>2. Demonstrates refined assessment skills appropriate for level of practice, recognizes abnormal clinical findings and reports them appropriately.</li> <li>3. Responds to patient and family’s physiological, emotional, and spiritual needs as appropriate for level of practice.</li> <li>4. Evaluates patient’s response to care as appropriate to level of practice.</li> <li>5. Identifies ethical issues and reports promptly to supervisor.</li> <li>6. Actively seeks to help coworkers without being asked.</li> <li>7. Demonstrates positive attitude when asked to float to another patient care area.</li> <li>8. Provides leadership and guidance to “float staff”, new team members, students, and preceptees.</li> </ol>	<ol style="list-style-type: none"> <li>1. Accepts responsibility for professional development - seeking new opportunities for skill and knowledge acquisition.</li> <li>2. Identifies both personal and unit educational needs and works collaboratively with manager and staff to find ways to address these needs.</li> </ol>	<ol style="list-style-type: none"> <li>1. Maintains awareness of ongoing unit, facility and national quality initiatives</li> <li>2. Implements changes in work processes based on quality improvement activities/initiatives</li> <li>3. Participates in data collection as requested for level of practice/job description</li> <li>4. Works collaboratively with team members to familiarize new staff and students with quality improvement initiatives/measures.</li> </ol>	<ol style="list-style-type: none"> <li>1. Assumes a developing leadership role appropriate to level of practice.</li> <li>2. Takes an increasingly active role in unit activities.</li> <li>3. Demonstrates willingness and ability to mentor and guide new employees.</li> <li>4. Flexible with patient care assignments.</li> </ol>

