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**Ministry of Health**

**Guideline  
For  
The Standard of Nursing Care, Cambodia**

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### Consulting group:

1. His Excellency Professor Thir Kruey Secretary of State, MoH
2. Dr. Sok Srun Director of Hospital Services Department
3. Professor Keat Phuong Director of Human Resources Development
4. Mr. Richard Henker PhD, RN, CRNA, FAAN, Professor, Department of Nurse Anesthesia School of Nursing, University of Pittsburgh.
5. Ms. Carol J. Bickford, PhD, RN-BC, CPHIMS, FAAN, Senior Policy Fellow, Department of Nursing Practice & Work Environment, American Nurses Association.

### Working group developed Standard of Nursing Care:

1. Mr. Koy Virya RN, MNsc., MHPed., President of Cambodian Council of Nurses, Chief Bureau of Nursing and Midwifery, MoH
2. Ms. Prak Manila RN, Chief of AHC Board
3. Mr. Un Sam RN Vice President of CCN
4. Dr. Muy Seanghorn Deputy Chief Bureau of Nursing and Midwifery, MoH
5. Ms. Hem Navy Deputy Chief Bureau of Nursing and Midwifery, MoH
6. Mr. Lim Vuthy Chief Technical Bureau, Technical School for Medical Care
7. Ms. Mao Tannary Chief Executive of CCN
8. Ms. Mao Malivann Accountant of CCN
9. Mr. York Sottha Chief Nurse of Battambang Provincial Hospital
10. Mr. Chea Polo Deputy Chief Technical Bureau of RTC BTB
11. Mr. Khun Kokma Deputy Chief Technical Bureau of RTC Kg Cham
12. Ms. Lim Thavara Chief Nurses of National Pediatric Hospital
13. Mr. Tes Ketia RTC Kampot
14. Mr. Yong Narem RTC Stung Treng
15. Ms. Konglong Chavivann Kossamak hospital
16. Mr. Pheak Sopheak Khmer-Soviet Friendship Hospital

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## **Standard of Care and Competency**

### **1- Standards of Practice**

#### **Standard 1: Assessment**

Nurse collects comprehensive data pertinent to the patient's health or the situation.

##### **a. Primary Nurse:**

Primary Nurse:

- Collects comprehensive data including functional, psychosocial, emotional assessments in a systematic and ongoing process while admission and at the beginning of treatment.

##### **b. Associated Degree Nurse**

Adding to responsibilities of Primary Nurse, Associated Degree Nurse:

- Collect more data including psychological, awareness, age, tradition, environment, gender, belief, religion, personal relation and socio-economic assessment.
- Elicit patient's values, preferences, express needs, and knowledge of healthcare situation, including physical needs such as nutrition, hygiene, etc. with participation of family of patient and other healthcare providers, as appropriate.
- Assesses family and impact on healthcare consumer health

##### **c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Uses appropriate evidence-based assessment instruments, and tools.
- Interprets diagnostic tests and procedures relevant to the healthcare consumer's current status.

#### **Standard 2: Diagnosis**

The nurse analyzes the assessment data to determine the diagnoses or the issues of patient.

**a. Primary Nurse:**

Primary Nurse:

- Identify and document abnormality of patient and make appropriate report for other healthcare providers.

**b. Associated Degree Nurse**

Adding to responsibilities of primary nurse, Associated Degree Nurse:

- Derives the diagnoses or issues from assessment data.
- Validates the diagnoses or issues with the healthcare consumer, family, and other healthcare providers when possible and appropriate.
- Documents diagnoses or issues in a manner that facilitates the cooperation and the determination of the expected outcomes and plan.

**c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Utilizes complex data and information obtained during interview, examination, and diagnostic processes in identifying diagnoses.
- Assists staff in developing and maintaining competency in the diagnostic process.

**Standard 3: Planning**

Nurse develops a plan that prescribes strategies and alternatives to attain expected outcomes.

**a. Primary Nurse:**

Primary Nurse:

- Provide supports for planning of patient care.
- Documents the plan in a manner that uses standardized language or technical terminology.

**b. Associated Degree Nurse**

Adding to responsibilities of Primary Nurse, Associated Degree Nurse:

- Develops an individualized plan in partnership with the person, family, and others considering the person's characteristics or situation, including, but not limited to, values, beliefs, spiritual and health practices, preferences, choices, developmental level, coping style, culture and environment, and available technology.
- Establishes the plan priorities with the healthcare consumer, family, and others as appropriate.
- Includes strategies in the plan that address each of the identified diagnoses or issues.

These may include, but are not limited to, strategies for:

1. Promotion and restoration of health;
  2. Prevention of illness, injury, and disease;
  3. The alleviation of suffering; and
  4. Supportive care for those who are dying.
- Includes strategies for health and wholeness across the lifespan (from birth to death).
  - Provides for continuity in the plan.
  - Incorporates an implementation pathway or timeline in the plan.
  - Considers the economic impact of the plan on the healthcare consumer, family, caregivers, or other affected parties.
  - Utilizes the plan to provide direction to other members of the healthcare team.
  - Modifies the plan according to the ongoing assessment of the healthcare consumer's response and other outcome indicators.

### **c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Integrates current scientific evidence, trends and research.
- Identifies assessment strategies, diagnostic strategies, and therapeutic interventions that reflect current evidence, including data, research, literature, and expert clinical knowledge.
- Selects or designs strategies to meet the multifaceted needs of complex healthcare consumers.

#### **Standard 4: Intervention/ Implementation**

Nurse implements the identified plan to provide care to patient.

##### **a. Primary Nurse:**

Primary Nurse:

- Supports in implementation of identified plan.

##### **b. Associated Degree Nurse**

Adding to responsibilities of Primary Nurse, Associated Degree Nurse:

- Assumes responsibility for the safe and efficient implementation of the plan.
- Partners with the person, family, significant others, and caregivers as appropriate to implement the plan in a safe, realistic, and timely manner.
- Demonstrates caring behaviors toward healthcare consumers, ~~significant others~~ partner, and groups of people receiving care.
- Utilizes technology to measure, record, and retrieve healthcare consumer data, implement the nursing process, and enhance nursing practice.
- Provides holistic care that addresses the needs of diverse populations across the lifespan.
- Advocates for health care that is sensitive to the needs of healthcare consumers, with particular emphasis on the needs of diverse populations.
- Applies appropriate knowledge of major health problems and cultural diversity in implementing the plan of care.
- Applies available healthcare technologies to maximize access and optimize outcomes for healthcare consumers.
- Utilizes community resources and systems to implement the plan.
- Collaborates with healthcare providers from diverse backgrounds to implement and integrate the plan.
- Accommodates for different styles of communication used by healthcare consumers, families, and healthcare providers.
- Integrates traditional and complementary healthcare practices as appropriate.
- Implements the plan in a timely manner in accordance with patient safety goals.

- Promotes the healthcare consumer's capacity for the optimal level of participation and problem-solving.
- Documents implementation and any modifications, including changes or omissions, of the identified plan.

**c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Utilizes evidence-based interventions and treatments specific to the diagnosis or problem.
- Facilitates utilization of systems, organizations, and community resources to implement the plan.
- Supports collaboration with nursing and other colleagues to implement the plan.
- Incorporates new knowledge and strategies to initiate change in nursing care practices if desired outcomes are not achieved.
- Use advanced communication skills to promote relationships between nurses and healthcare consumers, to provide a context for open discussion of the healthcare consumer's experiences, and to improve healthcare consumer outcomes.
- Actively participates in the development and continuous improvement of systems that support the implementation of the plan.

**Standard 5: Evaluation**

Nurse evaluates progress toward attainment of outcomes.

**a. Primary Nurse:**

Primary Nurse:

- Supports in implementation of identified plan.

**b. Associated Degree Nurse**

Adding to responsibilities of Primary Nurse, Associated Degree Nurse:

- Conducts a systematic, ongoing, and criterion-based evaluation of the outcomes in relation to the structures and processes prescribed by the plan of care and the indicated timeline.

- Collaborates with the healthcare consumer and others involved in the care or situation in the evaluation process.
- Uses ongoing assessment data to revise the diagnoses, outcomes, the plan, and the implementation as needed.
- Participates in assessing and assuring the responsible and appropriate use of interventions in order to minimize unwarranted or unwanted treatment and healthcare consumer suffering.
- Documents the results of the evaluation.

### **c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Evaluates, in partnership with the healthcare consumer, the effectiveness of the planned strategies in relation to the healthcare consumer's responses and the attainment of the expected outcomes.
- Disseminates the results to the healthcare consumer, family, and others involved, in accordance with federal and state regulations.
- Evaluates the accuracy of the diagnosis and the effectiveness of the interventions and other variables in relation to the healthcare consumer's attainment of expected outcomes.
- Synthesizes the results of the evaluation to determine the effect of the plan on healthcare consumers, families, groups, communities, and institutions.
- Adapts the plan of care for the trajectory of treatment.
- Uses the results of the evaluation to make or recommend process or structural changes including policy, procedure, or protocol revision, as appropriate.

## **2- Standards of Effective Professional Performance**

**Standard 6: Ethic, nurses practice ethically.**

### **a. Primary Nurse:**

Primary Nurse:

- Delivers care in a manner that preserves and protects healthcare consumer autonomy, dignity, rights, values, and beliefs.

#### **b. Associated Degree Nurse**

Adding to responsibilities of Primary Nurse, Associated Degree Nurse:

- Uses Code of Ethics for Nurses to guide practice.
- Recognizes the centrality of the healthcare consumer and family as core members of any healthcare team.
- Assists healthcare consumers in self determination and informed decision-making.
- Maintains a therapeutic and professional healthcare consumer–nurse relationship within appropriate professional role boundaries.
- Adhere to attitude that is nonbiased through not blame, not frighten, or argue with patient.
- Contributes to resolving ethical issues involving healthcare consumers, colleagues, community groups, systems, and other stakeholders.
- Takes appropriate action regarding instances of illegal, unethical, or inappropriate behavior that can endanger or jeopardize the best interests of the healthcare consumer or situation.
- Speaks up when appropriate to question healthcare practice when necessary for safety and quality improvement.
- Advocates for equitable healthcare consumer care.

#### **c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Participates in interprofessional teams that address ethical risks, benefits, and outcomes.
- Provides information on the risks, benefits, and outcomes of healthcare regimens to allow informed decision-making by the healthcare consumer, including informed consent and informed refusal.

### **Standard 7: Continuing Education**

Nurse continues to get education to improve his or her professional competency regularly.

**a. Primary Nurse:**

Primary Nurse:

- Assure his or her responsible in continuing education in profession to develop and maintain his or her competency.
- Seek opportunities to study with colleague to participate in healthcare.

**b. Associated Degree Nurse**

Adding to responsibilities of Primary Nurse, Associated Degree Nurse:

- Seek opportunities to continue study with colleague to participate in healthcare.
- Seek opportunities to study with colleague to participate in healthcare.

**c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Review study regularly in relation to his or her implementation that reflect clinical practice, evaluation, and seek for assistant to review from colleague.

**Standard 8: Evidence-Based Practice and Research**

Nurse research and integrates research findings into practice, as appropriate.

**a. Primary Nurse:**

Primary Nurse:

- Assist and participate in every activities of research.

**b. Associated Degree Nurse**

Adding to responsibilities of Primary Nurse, Associated Degree Nurse:

- Support utilization of evidence or outcome during patient care.

**c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Utilizes current evidence-based nursing knowledge, including research findings, to guide practice.
- Incorporates evidence when initiating changes in nursing practice.
- Participates, as appropriate to education level and position, in the formulation of evidence-based practice through research.
- Shares personal or third-party research findings with colleagues and peers.

## **Standard 9: Quality of Practice**

### **a. Primary Nurse:**

Primary Nurse:

- Uses creativity and innovation to enhance nursing care.

### **b. Associated Degree Nurse**

Adding to responsibilities of Primary Nurse, Associated Degree Nurse:

- Demonstrates quality by documenting the application of the nursing process in a responsible, accountable, and ethical manner.
- Participates in quality improvement. Activities may include:
  - Identifying aspects of practice important for quality monitoring;
  - Using indicators to monitor quality, safety, and effectiveness of nursing practice;
  - Collecting data to monitor quality and effectiveness of nursing practice;
- Participating in and/or leading efforts to minimize costs and unnecessary duplication;
- Identifying problems that occur in day-to-day work routines in order to correct process inefficiencies;

### **c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Analyzing quality data to identify opportunities for improving nursing practice;
- Formulating recommendations to improve nursing practice or outcomes;
- Implementing activities to enhance the quality of nursing practice;

- Developing, implementing, and/or evaluating policies, procedures, and guidelines to improve the quality of practice;
- Participating on and/or leading interprofessional teams to evaluate clinical care or health services;
- Analyzing factors related to quality, safety, and effectiveness;
- Analyzing organizational systems for barriers to quality healthcare consumer outcomes;
- Implementing processes to remove or weaken barriers within organizational systems;
- Provides leadership in the design and implementation of quality improvements;
- Designs innovations to effect change in practice and improve health outcomes;
- Uses the results of quality improvement to initiate changes in nursing practice and the healthcare delivery system;
- Review and revise protocol and policy of hospital
- Assist in training and developing profession to students and colleague at workplace
- Provide feedback on guideline to modify and solve problem effectively on impacts of changes of personal implementation or for hospital.

### **Standard 10: Communication**

Nurse communicates with patient, family, and other health personnel.

#### **a. Primary Nurse:**

Primary Nurse:

- Communicates with patient, family, and other health personnel;
- Assesses her or his own communication skills in encounters with healthcare consumers, families, and colleagues;

#### **b. Associated Degree Nurse**

Adding to responsibilities of Primary Nurse, Associated Degree Nurse:

- Assesses communication format preferences of healthcare consumers, families, and colleagues;
- Seeks continuous improvement of communication and conflict resolution skills;

- Conveys information to healthcare consumers, families, the interprofessional team, and others in communication formats that promote accuracy;
- Questions the rationale supporting care processes and decisions when they do not appear to be in the best interest of the patient;
- Discloses observations or concerns related to hazards and errors in care or the practice environment to the appropriate level;
- Maintains communication with other providers to minimize risks associated with transfers and transition in care delivery;
- Contributes her or his own professional perspective in discussions with the interprofessional team.

**c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Initiate to establish and stop therapy communication through applying of appropriate communication and inter-communication skill to maintain relation within scope between patient and nurse.
- Listen to others by adhere to nonbiased attitude and respect other people's opinion and showing different opinion and idea.
- Communicate clarified and accuracy information through oral or electronic writing within scope of profession and maintain confidentiality of treatment and care.
- Collaborate in appropriate manner in term of culture, tradition, norm, belief, and religion of healthcare consumer, family, and people from different culture.
- Facilitate in data utilization and provide data to other people as appropriate.
- Communicate and share relevant information, including examination of healthcare consumer, family, and other relevant health personnel.

**Standard 11: Leadership and Management**

Nurse demonstrates leadership and management, as appropriate.

**a. Primary Nurse:**

Primary Nurse:

- Participate with healthcare team through communication with leader and documents of patient as appropriate.

#### **b. Associated Degree Nurse**

Adding to responsibilities of Primary Nurse, Associated Degree Nurse:

- Encourage patient, family, and community to participate in treatment and care for patient.
- Discuss the main advantages in simple situation.
- Promote and participate in promoting hospital
- Seek for support and collaboration from relevant people.
- Manage in- and out-patient.
- Manage instrument, medicine for care.
- Manage individual timetable.
- Establish vision, goal, and objective for patient's care activities.

#### **c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Speak up to support and fulfill responsibility in scope monitoring to establish positive working environment base on leadership style and other needs according to different situation.
- Resolve conflict through effective communication skill and existing mechanism.
- Participate with team leader to promote respect and trust among team.
- Demonstrate leadership in participation and support the expected outcome of other team members.
- Identify priority in case of overload and manage time effectively.
- Make decision to benefit patient and hospital.
- Resolve the problem in implementation through utilization of update data and information from patient and colleague.

### **Standard 12: Resource Utilization**

Nurse utilizes appropriate resources to attain expected outcome of care;

**a. Primary Nurse:**

Primary Nurse:

- Participate in resource utilization, as appropriate;

**b. Associated Degree Nurse**

Adding to responsibilities of Primary Nurse, Associated Degree Nurse:

- Participate in resource utilization, as appropriate;

**c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Assesses individual healthcare consumer care needs and resources available to achieve desired outcomes.
- Identifies healthcare consumer care needs, potential for harm, complexity of the task, and desired outcome when considering resource allocation.
- Delegates elements of care to appropriate healthcare workers in accordance with any applicable legal or policy parameters or principles.
- Identifies the evidence when evaluating resources.
- Advocates for resources, including technology, that enhance nursing practice.
- Modifies practice when necessary to promote positive interaction between healthcare consumers, care providers, and technology.
- Assists the healthcare consumer and family in identifying and securing appropriate services to address needs across the healthcare continuum.
- Assists the healthcare consumer and family in factoring costs, risks, and benefits in decisions about treatment and care.

**Standard 13: Coordination of Care**

**a. Primary Nurse:**

Primary Nurse:

- Documents the coordination of care.

**b. Associated Degree Nurse**

Adding to responsibilities of Primary Nurse, Associated Degree Nurse:

- Organizes the components of the plan.
- Manages a healthcare consumer's care in order to maximize independence and quality of life.
- Assists the healthcare consumer in identifying options for alternative care.
- Communicates with the healthcare consumer, family, and system during transitions in care.
- Advocates for the delivery of dignified and humane care by the interprofessional team.

**c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Provides leadership in the coordination of interprofessional health care for integrated delivery of healthcare consumer care services.
- Synthesizes data and information to prescribe necessary system and community support measures, including modifications of surroundings.

**Standard 14: Health Teaching and Health Promotion**

Nurse develops plan for health teaching and health promotion that prescribe strategies to attain expected outcome.

**a. Primary Nurse:**

Primary Nurse:

- Provides information and teaching to patient to promote health and prevent disease.

**b. Associated Degree Nurse**

Adding to responsibilities of Primary Nurse, Associated Degree Nurse:

- Uses information technologies to communicate health promotion and disease prevention information to the healthcare consumer in a variety of settings.

- Provides healthcare consumers with information about intended effects and potential adverse effects of proposed therapies.
- Provides health teaching that addresses such topics as healthy lifestyles, risk-reducing behaviors, developmental needs, activities of daily living, and preventive self-care.
- Uses health promotion and health teaching methods appropriate to the situation and the healthcare consumer's values, beliefs, health practices, developmental level, learning needs, readiness and ability to learn, language preference, spirituality, culture, and socioeconomic status.
- Utilize technology in communication to promote health, disease prevention for healthcare consumer at all healthcare institutions.
- Engages consumer alliances and advocacy groups, as appropriate, in health teaching and health promotion activities
- Provides anticipatory guidance to individuals, families, groups, and communities to promote health and prevent or reduce the risk of health problems.

**c. Bachelor Degree Nurse**

Adding to responsibilities of Associate Degree Nurse, Bachelor Degree Nurse:

- Seeks opportunities for feedback and evaluation of the effectiveness of the strategies used.
- Designs health information and healthcare consumer education appropriate to the healthcare consumer's developmental level, learning needs, readiness to learn, and cultural values and beliefs.
- Evaluates health information resources, such as the Internet, in the area of practice for accuracy, readability, and comprehensibility to help healthcare consumers access quality health information.