### Communication



### **SUB-CATEGORIES**

# 1. Therapeutic Relationships

Utilizes effective and appropriate communications within therapeutic relationship as well as with those within therapeutic circle of care (partners, donors, gestational carriers, intended parents, and families)

#### **DESCRIPTORS**

1.1 Creates conditions for developing trust, mutual respect, and privacy to preserve patient dignity throughout all stages of treatment process

1.2 Maintains empathy and compassion while preserving objectivity and professionalism

1.3 Obtains patient consent prior to communicating patient information outside of the therapeutic circle of care

1.4 Utilizes skill and judgment in handling difficult or delicate situations

1.5 Avoids assumptions, bias, and judgment when communicating with patients and is respectful of diverse views, traditions, sexual orientation, gender identities and expressions, and abilities

1.6 Empowers patients to make informed decisions and exercise autonomy

1.7 Collaborates with patient by listening to, understanding, and respecting patient's values, opinions, needs, and ethnocultural beliefs

1.8 Identifies when therapeutic relationship has been compromised and seeks to improve it

1.9 Adapts communication to patient's abilities, understanding, limitations and needs

2.0 Identifies and seeks to resolve barriers to effective communication

### **SUB-CATEGORIES**

#### Communication



# 2. Interviewing

Elicits and synthesizes accurate and relevant information from patients (and those within therapeutic circle of care) to ensure delivery of quality patient - centered care

### **DESCRIPTORS**

2.1 Utilizes effective interviewing skills to obtain accurate and relevant history

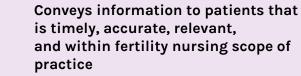
**2.2** Incorporates patient's reproductive history and experiences

2.3 Utilizes effective interviewing skills to validate patient's level of understanding

2.4 Recognizes verbal and nonverbal cues

### **SUB-CATEGORIES**

# Communication 3. Teaching



# DESCRIPTORS

3.1 Sets expectations for care from the outset including introduction of the care team, mode(s) of communication, clinic-specific practices and policies related to fertility treatment, patient rights and responsibilities

3.2 Explains assessment (e.g., preconception counseling including carrier testing, calculating the fertile window and investigations such as assessment of ovulation, ovarian reserve testing, uterine cavity, tubal patency, genetic testing, sperm testing, retrograde protocol, pregnancy monitoring)

3.3 Explains diagnosis (e.g., ovulatory dysfunction such as PCOS, advanced reproductive age, POI, tubal and pelvic factor, male factor, unexplained infertility)

3.4 Explains treatment (e.g., cycle monitoring, IUI, IVF, ICSI, AH, PGT, FET, male factor treatment such as varicocele repair and sperm retrieval procedures)

**3.5** Supports verbal communication with clear written material as appropriate

### **SUB-CATEGORIES**

4. Documentation

Documents information about patient encounter using appropriate tools to

optimize clinical decision- making, patient safety, confidentiality, and

privacy

# DESCRIPTORS

4.1 Documents patient encounters in an accurate, complete, timely, and accessible manner ensuring if multiple parties are involved (i.e., donor, gestational carrier) documentation is made in the correct chart

4.2 Complies with relevant institutional, legislative, professional, and regulatory requirements

4.3 Utilizes documentation systems (electronic, digital, paper) to obtain and record relevant information

4.4 Ensures proper collection, use, and disclosure of protected health information

#### Communication



### **SUB-CATEGORIES**

#### Communication



5. Continuity

Facilitates continuity of care through interprofessional collaboration

### **DESCRIPTORS**

5.1 Contributes to a collaborative and supportive work environment

5.2 Maintains respectful communication with colleagues

5.3 Receives and provides constructive feedback with colleagues

5.4 Liaises with other professionals for consultation and referral

5.5 Prioritizes and communicates pertinent information to other members of the patient care team in a timely and accurate manner

# Safe and Effective Nursing Care



#### **SUB-CATEGORIES**

### 1. Standards

Practices within established standards, professional specialty guidelines, and specific scope of nursing practice

## DESCRIPTORS

1.1 Maintains licensure, credentialing, and certification

1.2 Practices within relevant statutes, rules, regulations, and legislation including nursing scope of practice, by geographic location

1.3 Demonstrates knowledge of professional standards of care within field of reproductive endocrinology and infertility including safe medication administration

1.4 Complies with established clinic practice standards, procedures, and treatment protocols

1.5 Adheres to Nursing Code of Ethics and involves team members as necessary on moral or ethical dilemmas

1.6 Adheres to privacy standards (i.e., Canada: PHIPA [Personal Health Information Protection Act]; United States: HIPAA [Health Insurance Portability and Accountability Act]

# Safe and Effective Nursing Care



#### **SUB-CATEGORIES**

# 2. Knowledge

Reduces risk through application of clinical knowledge

# **DESCRIPTORS**

2.1 Demonstrates understanding of normal reproductive function including anatomy, the hypothalamic-pituitary-gonadal axis, the menstrual cycle, embryo and fetal development, and pathophysiology of reproductive endocrinology and infertility

2.2 Demonstrates understanding of clinical and technological investigations and interventions

2.3 Demonstrates appropriate understanding and use of medical devices and clinical equipment

2.4 Demonstrates knowledge of pharmacotherapy for assisted reproduction (including cycle medications, sedation medications, antibiotics, adjunct medications), drug classes, mechanisms of action, indications, contraindications, dosage, administration, and expected patient response

2.5 Demonstrates appropriate understanding of assisted reproductive treatment cycle options, protocols, risks

2.6 Demonstrates comprehension of specialized care including pre- implantation genetic testing, third-party reproduction, LGBTQI2S care, fertility preservation, management of early pregnancy including beta hCG result interpretation, ectopic pregnancy, bereavement and loss, etc.

2.7 Acknowledges own limitations of knowledge and seeks clarification

# Safe and Effective Nursing Care



#### **SUB-CATEGORIES**

# **3. Best Practice**

Reduces risk through application of best practices

### DESCRIPTORS

3.1 Recognizes and responds appropriately to rapidly changing, emergent, and untoward events (e.g., adverse medication reaction, syncope, respiratory depression, OHSS)

3.2 Identifies and reports errors, protocol deviations, adverse and near-miss events, and breaches of privacy

3.3 Delegates or assigns components of patient care to other staff where appropriate and consistent with training while maintaining supervision and continuity of care

**3.4** Participates in process improvement initiatives

**3.5** Pursues ongoing relevant professional development and education

3.6 Participates in approved research, scholarly inquiry, and development of nursing standards and policy where possible

# Safe and Effective Nursing Care



#### **SUB-CATEGORIES**

# 4. Safety

Applies health and safety practices

### DESCRIPTORS

4.1 Articulates own role in delivering safe patient care

4.2 Educates patients of their role in safety

4.3 Utilizes at least two identification methods for patient, procedure, and specimen matching

4.4 Identifies workplace hazardous materials using national standards (i.e., Canada: WHMIS [Workplace Hazardous Materials Information System]; United States: OSHA [Occupational Safety and Health Administration])

4.5 Demonstrates proper waste management including biohazard and sharps disposal

4.6 Articulates knowledge of emergency preparedness

4.7 Applies infection prevention and control precautions, including situational risk assessment, hand hygiene practices, and use of personal protective equipment

**4.8** Applies self-care strategies to avoid compassion fatigue/burnout

4.9 Reports unsafe practice in self or colleagues

# Teaching and Education



#### **SUB-CATEGORIES**

# 1. Strategies

Prepares individualized teaching strategies

### **DESCRIPTORS**

1.1 Assesses patient's/partner's readiness to learn

**1.2** Assesses patient comprehension of their condition and treatment plan

1.3 Assesses patient's/partner's learning style

1.4 Develops teaching plan based on patient's/partner's needs, preferences, and expectations

1.5 Addresses barriers to learning including language barriers

**1.6** Facilitates patient participation and autonomy

# Teaching and Education



#### **SUB-CATEGORIES**

# 2. Instruction

Provides relevant information and education at appropriate times through continuum of care

### **DESCRIPTORS**

2.1 Utilizes clear, accurate, timely, and thorough instruction

2.2 Conveys plan for the teaching session to ensure patient goals are met

2.3 Assesses and documents patient's understanding of instructions (via teach- back method) and modifies instruction as necessary

2.4 Provides educational material, as appropriate, consistent with patient learning style, ability, culture, and language

2.5 Provides patient opportunity to demonstrate understanding

2.6 Ensures patient has sufficient information to facilitate informed decision-making and consent

2.7 Shares relevant health promotion and illness prevention information(e.g., impact of smoking and/or alcohol in pregnancy)

2.8 Provides education at care transition points (anticipatory guidance)

# Teaching and Education



#### **SUB-CATEGORIES**

# 3. Pharmacotherapy

Educates patient about uses, sideeffects and self- administration of medications used in fertility treatment

# DESCRIPTORS

3.1 Assesses patient's level of knowledge and understanding of their prescribed medications (including oral, vaginal, transdermal, and parenteral agents) and their use

**3.2** Assesses patient capability and comfort level with self-administration of medications and delivery systems

**3.3** Instructs patients on timing of treatment medication administration

3.4 Teaches and evaluates patient awareness of reportable medication side effects and adverse reactions

**3.5** Coaches others to support and/or safely administer medications

# Patient Care Management



**SUB-CATEGORIES** 

#### 1. Assessment

Applies patient safety as well as occupational health and safety practices

### **DESCRIPTORS**

**1.1.** Utilizes a systematic approach in patient assessment

1.2. Utilizes patient-centered interviewing skills to effectively gather relevant clinical and psychosocial information

1.3. Conducts assessments appropriate to patient's physical, emotional, intellectual, sexual, spiritual, and cultural background

1.4. Modifies assessment based on situational content and emerging information

1.5. Assesses patient strengths and needs for health promotion, wellness, and illness prevention

#### **SUB-CATEGORIES**

# Patient Care Management



2. Plan

Plan of care reflects integration and application of relevant clinical and situational knowledge

## DESCRIPTORS

2.1 Utilizes clinical reasoning to interpret assessment information and plan care

2.2 Identifies possible systemic conditions and comorbidities

2.3 Collaborates with patient and patient care team to facilitate integrated and holistic care

2.4 Defines and communicates expected patient outcomes (e.g., patient-specific pregnancy rates)

2.5 Assists patients in making informed decisions

2.6 Adapts plan of care by incorporating new information about the patient and/or circumstances (i.e., if patient cannot come in on a certain day or is unable to tolerate a route of medication)

#### **SUB-CATEGORIES**

# DESCRIPTORS

# Patient Care Management



#### **3. Implementation**

Implementation of care plan to assist patient to meet desired goals and outcomes while managing organizational resources in a safe and fiscally responsible manner 3.1 Initiates and carries out established plan of care

**3.2 Coordinates professional and community resources** 

3.3 Optimizes environment for physical and emotional comfort of patients and their therapeutic circle throughout care

3.4 Protects patient's interests through advocacy and understanding of patient's desired outcomes

#### **SUB-CATEGORIES**

4. Evaluation

Evaluates progress and measures degree to which goals and desired

outcomes have been achieved

### DESCRIPTORS

4.1 Adapts treatment plan according to patient clinical condition, circumstances, and response to treatment

4.2 Provides input to team on when to continue, change, or terminate an intervention

4.3 Evaluates achievement of outcomes

**4.4** Obtains and incorporates patient feedback and shares feedback with patient care team

4.5 Facilitates next steps of care including supporting patient through treatment discontinuation or move to donor gametes

4.6 Advocates for patients to ensure follow-up is appropriate, particularly in at-risk populations (e.g., egg donors)

# Patient Care Management

