



**Psychiatric Mental Health Nursing, Scope of Practice,
Professional Standards, Competencies, and Indicators**

2016

The Jordanian Nursing Council

The Jordanian Nursing Council (JNC) is a national governmental regulatory institution for nursing and midwifery in Jordan. The JNC is governed by a Board of directors headed by Her Royal Highness Princess Muna Hussein as president of the council and comprised of 14 representatives from health care institutions and community representatives. JNC aims to protect and promote the health status of the community through regulating and governing the nursing profession in education and practice.

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Foreword

The “*Psychiatric Mental Health Nursing, Scope of Practice, Professional Standards, Competencies, and Indicators*” is a policy document developed by the Jordanian Nursing Council to regulate and unify the standards for the practice of mental health nurses. It includes national standards and competencies for the general and advance practice roles of Psychiatric Mental Health Nurse (PMHN).

The aims of this document are to standardize practice and safeguard the health and wellbeing of people. The document is a guide for academic and practice institutions; educational institutions need to transfer the content of this very important document and deal with it as a national curricula for the undergraduate and graduate education of nurses and midwives to prepare them for fitness for practice roles, and create a generation that are responsive, ethically committed and supportive for the mental wellbeing of people.

Practice institutions need to take this document as a policy umbrella for the practice of mental health and their commitment to implement and create positive environment to allow nurses to function within the agreed upon scope of practice and competencies stated in this document. Institutions need to use these competencies in finalizing job description, roles and responsibilities as a tool for performance evaluation of mental health nurses.

This document was developed with distinguished efforts from national academic and services intuitions , in addition to experts’ validation by mental health advanced practitioners.

I would like to express my sincere appreciation for all who contributed to the development of this unique document. The implementation of this document at the national level by all institution is a challenge, but we trust your good will and abilities to take it forward and present Jordan as a regional model in the mental health area.

Secretary General

Professor Muntaha Gharaibeh

Table of content:

Introduction.....	6
Current Situation of Psychiatric Mental Health Services in Jordan.....	7
Framework for Psychiatric Mental Health Practice in Jordan.....	7
Scope of Practice	7
National Professional Standards for Psychiatric mental health nursing (PMHN) & Psychiatric–Mental Health Nurse Specialist (PMH-NS)	Error! Bookmark not defined.
Introduction.....	Error! Bookmark not defined.
Methodology	6
Purpose of the Standards.....	6
Domains of the Standards.....	7
Standard 1: Professional Ethics	12
Standard 2:Professional development	13
Standard 3: Evidence-Based Practice and Research.....	14
Standard 4: Quality of Practice and Professional Practice Evaluation	14
Standard 5: Communication.....	16
Standard 6: Governance, Leadership, Resource Utilization and Evaluation	16
Standard 7: Collaboration	18
Standard 8: Environmental Health and Safety	19
Standard 9: Health Promotion and Prevention	20
Standard 10: Quality improvement	21
Standard 10: Provision Of Client Centered Care	21
Standard 10.1: Assessment	22
Standard 10.2: Diagnosis	23
Standard 10.3: Outcomes Identification	24
Standard 10.4: Planning	24
Standard 10.5: Implementation	26
Standard 10.5.A: Coordination of Care	27
Standard 10.5.B: Therapeutic relationship.....	27
Standard 10.5.C: Therapeutic Milieu.....	28
Standard 10.5.D: Teaching/ Coaching/ Counseling	29
Standard 10.5.E: Pharmacological, Biological, and Integrative Therapies	30
Standard 10.5.F: Psychotherapy, Cognitive Behavior Therapy (CBT) and Other Therapies.....	31
Standard 10.6.Evaluation	32
References.....	35

Introduction

This document includes the scope of practice, nursing standards and competencies for psychiatric mental health nursing in Jordan. JNC aims to enhance nursing services in the Kingdom which means protecting members of the public and promoting their health through a sound regulatory system that includes laws, by-laws, standards and policies for nursing .This document has been developed by JNC in a collaborative approach with partners to assure quality services and safe practice. Psychiatric Mental health practice is one of the main areas of concern and interest for the JNC, extensive efforts were conducted to strengthen the roles of psychiatric mental health nursing in Jordan in collaboration with World Health Organization (WHO) and improve mental health settings to maintain client's dignity through a sound nursing and multidisciplinary psychiatric mental health care.

Methodology

Psychiatric Mental Health Nursing is a dynamic and important area of practice for psychiatric mental health nurses, applying it in different roles; education, research and practice. National Professional Standards for Psychiatric Mental Health Nurses were developed and approved by JNC in 2015. This set of standards were developed by reviewing the best possible evidence from

- 1) International models and frameworks of nursing of PMHN standards
- 2) Through constant consultations with mental health leaders and experts
- 3) Feedback provided by advance practice mental health nurses in variety of settings

The JNC also developed principles of assessment to help mental health nurses implement these standards and utilize them as a tool to assess performance.

Purpose of the Standards

The purpose of this document is to improve mental health services and mental health outcomes for individuals suffering from mental health problems or psychiatric disorders.

These standards are based on the standards of practice of the registered nurse (RN). Collectively these standards illuminate what psychiatric mental health nurses do, help nurses at the different levels understand their professional responsibilities, maintain their own professional development, enhance and change policies and practices and resolve professional practice problems. These standards will inform and guide continuing education programs to advance professional development of PMHN.

Domains of the Standards

The JNC Professional Standards for (PMHN) & (PMH-NS) are divided into 2 domains; the, **(a)** Professional Standards, **(b)**. Practice Standards. The Professional standards are the core competency standards by which nurse performance is assessed to obtain and retain registration and certification. Practice standards are statements about levels of performance that MH nurses are required to achieve in their practice. The professional standards for mental health nursing contain 10 main standards relating to: Ethics, Professional Development, Evidence Based Practice and Research, Quality of Practice, Communication, Collaboration, Environmental Health and Safety, Health Promotion and Prevention, Professional Leadership & Resource Utilization, Quality Improvement. The practice standards consist of one standard " Provision of Clients Centered care" and 6 sub-standards including: Assessment, Identify Issues/ Problems or Trends, Outcome Identification, Planning, Implementation and Evaluation.

Framework for Psychiatric Mental Health Practice in Jordan

1. Scope of Practice

Psychiatric Mental Health Nursing (PMHN) is a specialized area of nursing practice. It is an art and science which aims to promote and provide psychiatric and mental health care. PMH nurses carry out assessment, diagnosis, and treatment of human responses to actual or potential mental health problems, and/or psychiatric disorders. PMH nurses work with clients across the life span and in a wide variety of health care settings.

Psychiatric mental health nursing care is provided within the context of the therapeutic nurse- client relationship. Through this client-centered relationship the nurse uses self artfully and purposefully. Integrates evidence based knowledge and interventions from nursing, neurobiological, psychopharmacological and psychosocial fields. Achieves quality care outcomes that are effective, safe, and ethical

Psychiatric Mental Health nurses are partners with individuals, families, groups, and communities. This partnership is committed to client-centered care, through which, PMH nurses assist clients to enhance their mental health (wellness), become engaged in treatment plans, empowered to move towards recovery, prevent complications and enable rehabilitation.

Psychiatric Mental Health nursing involves the delivery of nursing care in a continuum of health care settings. From primary psychiatric mental health care within the comprehensive health care system. Where, holistic care is provided to individuals, families, groups and communities considering the clients' different needs and strengths

Primary mental health care involves three main areas, health promotion illness prevention; therapeutic care and treatment of psychiatric disorders and rehabilitation. PMH nurses provide health promotion, preventive interventions, health teaching, health screening and appropriate referral for treatment of general or complex potential and/or actual mental health problems; specialized management of those with psychiatric disorders and those at risk for them, and psychiatric rehabilitation

The scope of PMHN practice includes providing care in different care settings such as primary health care centers, acute psychiatric care settings, general hospitals as a liaison PMHN, emergency services, hot lines and crisis intervention centers. Other health care settings may expand PMHN practice areas in the future.

Essential components of this specialty practice include providing care through:

- 1) Promotion of mental health wellness; health teaching;
- 2) Screening and appropriate referral for treatment; reducing the prevalence of psychiatric disorder;
- 3) Early identification of psychiatric disorders with earlier management and treatment of psychiatric disorders through increased access to effective treatment with decreased relapse rates, decreased disability
- 4) Promoting rehabilitation, and improving quality of life; and working with the legislative body on psychiatric mental health issues.

2. Levels of Psychiatric Mental Health Nursing Practice

Jordanian psychiatric mental health nurses are registered nurses who are educationally prepared in nursing and licensed to practice in Jordan. Levels of practice are differentiated by educational preparation, complexity of clinical practice, and performance of certain nursing duties and functions. According to the Jordanian Nursing Council's by law the psychiatric nurses are classified as the following levels:

The Psychiatric–Mental Health -Nurse Specialist (PMH-NS) is the person who:

- Obtained the first university degree (Bachelor's degree) in nursing or its equivalent from an accredited university or educational institution.
- Obtained a diploma degree or equivalent in psychiatric mental health nursing.
- Is registered by the JNMC and Licensed to practice under the Public Health Law

- Passed the evaluation mandated by the Jordanian Nursing Council (JNC) according to the provisions of the bylaw on specialization.

A PMH-NS is a registered nurse who demonstrates competence, including specialized knowledge, skills, and abilities, gained through education and experience in caring for persons with mental health issues, & problems, as well as psychiatric disorders, and psychiatric and substance use disorders.

The science of nursing is founded on a critical thinking framework, known as the nursing process, which is composed of assessment, diagnosis, outcomes identification, planning, implementation, and evaluation.

The main functions of the PMH-NS is characterized by the use of the nursing process to deliver care for patients with actual or potential mental health problems, psychiatric disorders, and substance use disorders.

The objectives are to promote and maintain health and safety; assess dysfunction and areas of individual strength; assist individuals achieve their own personal full potential in recovery goals by using or improving coping abilities, daily living skills and symptom management; increase strengths; and prevent further disability.

Data from observational and investigative activities, are influenced by the nurse's knowledge of human behavior and the principles of the psychiatric interviewing process.

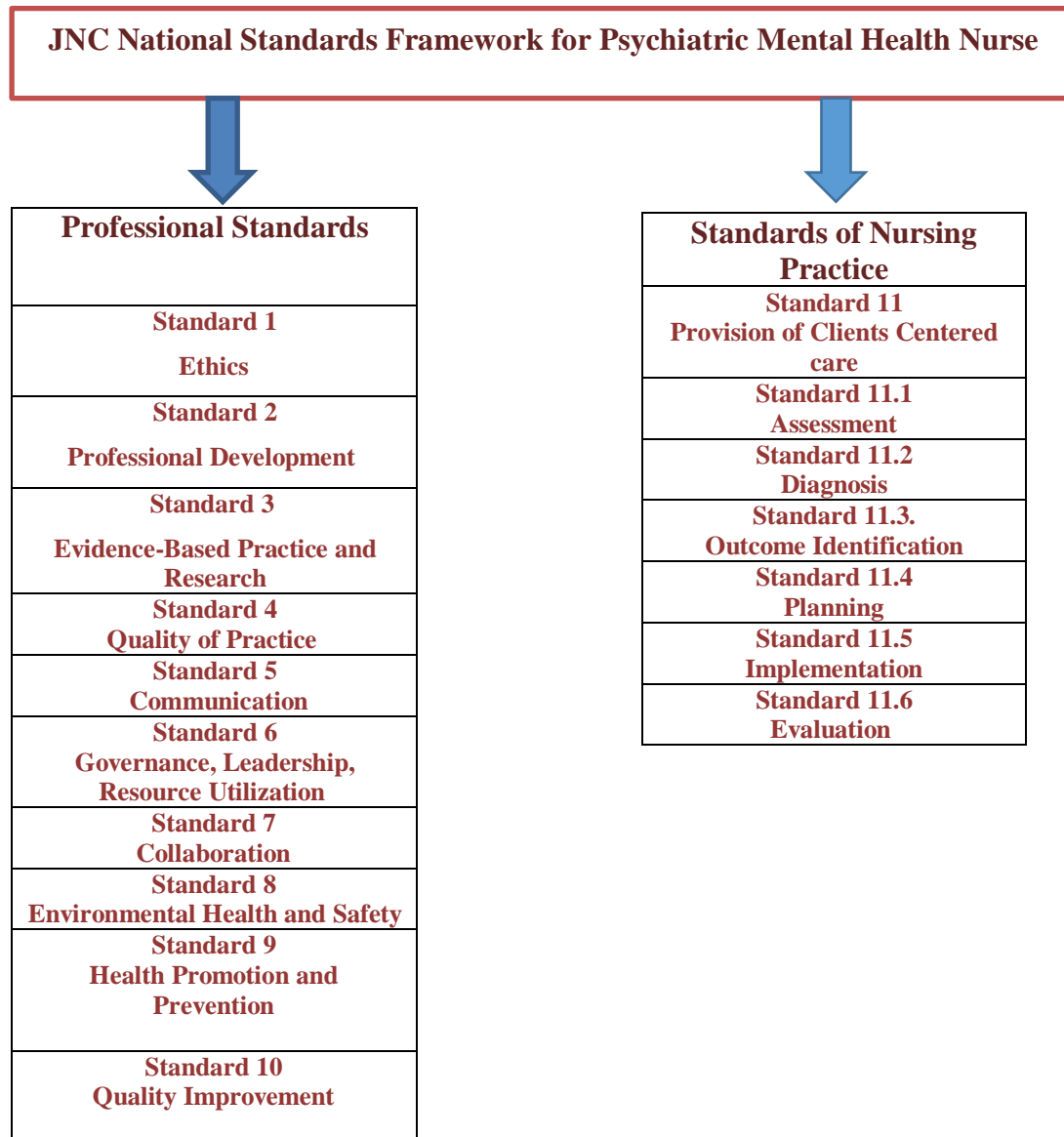
The Psychiatric–Mental Health -Advanced Nurse Specialist (PMH-ANS) who:

- Is registered by the JNMC and Licensed according to the provisions of Public Health Law.
- Obtained the second university degree (Master's Degree) at least from an accredited university or educational institution in a field of specialty listed and recognized by the JNC
- Fulfilled the specific standards for granting certifications for this professional level issued by the JNC to confirm specialist standing.

The PMH- ANS is educated at the master or doctoral level with the required competencies to provide continuous and comprehensive mental health care, including assessment, diagnosis, and treatment across settings. The term Psychiatric-Mental Health -Advanced Nurse Specialist (PMH-ANS) includes but is not limited to nurse practitioners (PMH-NP) and clinical nurse specialists (PMH-CNS). Psychiatric-Mental Health Advanced Nurses specialists are clinicians, educators, consultants and researchers who assess, diagnose, and treat individuals and families with behavioral, psychosocial and potential or actual psychiatric

problems/disorders. Psychiatric–mental health nursing is necessarily holistic and takes into consideration the needs and strengths of the individual, family, group, and community as well as the rights of patients.

JNC National Standards Framework for Psychiatric Mental Health Nurse



Standard 1: Ethics

The PMH-NS demonstrates ethical decision making in situations that comprise complex issues and arise from ethical dilemmas in the health care system

Competencies

- Practices in a manner that conforms to the Jordan Nursing and Midwives Council Code of Ethics
- Utilizes ethical principles and theories to guide professional practice and ethical decision making
- Preserves and protects clients' rights, dignity and autonomy
- Ensures client's rights of informed consent, confidentiality and privacy that is consistent with the client's legal rights
- Advocates client's rights protection.
- Assists clients to develop the skills of protecting own rights.
- Develops sensitivity and awareness to issues that precipitate ethical dilemmas related to; use of labels, role limits, violation of professional boundaries, exploiting power due to power inherent in the therapeutic relationship, and other practices that could compromise client's rights.
- Identifies ethical dilemmas related to client's care issues, multidisciplinary team, organizational, societal, access to resources, justice and legal issues.
- Identifies moral distress in self and others.
- Mediates ethical decision making to resolve ethical conflicts through using appropriate communication skills.
- Manages the resolution of ethical dilemma occurring within the health care system related to client's care, significant others, communication network, information system and technology.
- Creates an ethical practice environment through promoting equality of care, raising awareness to environmental barriers to ethical practice, revising policies to limit ethical conflicts and developing guidelines to handle ethical conflicts and dilemmas within the health care system

Additional Competencies for PMH- ANS

- Coaches the PMH-NS in ethical decision making
- Coaches client and significant others into making choices of treatment through providing accurate clear information and considers benefits, risks and outcomes.

- Designs a quality improvement program to promote safe, efficient, equitable and effective client centered care.
- Evaluates the effectiveness of policies and strategies for managing ethical dilemmas inherent in client care, health care organization and research.

Standard 2: Professional Development

The PMH-NS is committed to continuous development of knowledge and competencies through systematic effective mechanisms for professional development programs..

Competencies

- Engages in continuing education activities to enhance own knowledge and build new competencies related to new advances in psychiatric mental health nursing practice.
- Participates in multidisciplinary educational activities to promote health care team collaboration.
- Participates in evaluation and regulation processes of individuals through privileging, credentialing, certification and accreditation
- Demonstrates commitment to lifelong learning through self-reflection and inquiry to identify learning needs
- Acquires knowledge and skills appropriate to specialty area, practice setting, role or situation
- Uses creativity and innovation in psychiatric mental health professional activities to improve care delivery

Additional Competencies for PMH- ANS

- Advocates for a working culture that promotes motivation and enthusiasm towards professional development of knowledge and competences as a requirement to achieve excellence in practice.
- Coaches PMH-NS and multidisciplinary team members to improve client centered competences.
- Designs implements and evaluates continuing education programs to meet professional advancement needs.
- Participates in research activities related to the improvement of staff competencies and quality of care.
- Ensures the presence of effective mechanism and programs for implementing and evaluating professional psychiatric mental health standards

Standard 3: Evidence-Based Practice and Research

The PMH-NS integrates research findings into practice and exhibits familiarity with current research and evaluation in mental health and uses valid research and evidence to reach a clinical judgment

Competencies

- Use evidence based knowledge from research in clinical decision making.
- Participates in improving quality of care through following the evidence based practice process which is:
 - Generating evidence based clinical questions
 - Literature review for related studies
 - Evaluating and extracting evidence
 - Implementing the findings in clinical decision making.
 - Participates in research activities according to the nurse's educational level.
- Participates with the multidisciplinary team members in evaluating quality of client's care in contrast with the new evidence found in research studies.

Additional Competencies for PMH- ANS

- Interprets and utilize evidence based practice to develop policies for client's care.
- Utilizes evidence based practice to determine standards of care.
- Disseminates evidence based practice through continuing education activities, ground rounds, research committee, consultation and journal clubs.
- Builds a work environment that inspires clinical inquiry and creativity in utilizing evidence based practice and research

Standard 4: Quality of Practice and Professional Practice Evaluation

The PMH-NS continually monitors and ensures the effectiveness and efficiency of quality of nursing practice

Competencies

- Identifies issues at the work place, care setting, the community and/or society that hinder the nurse's ability provide safe, and compassionate nursing interventions.
- Confirms quality through documenting the application of care according to the approved organizational format of care plan in a responsible, accountable, and ethical manner.

- Initiates changes to employ new nursing practices and for the health care system, based on the result of quality enhancement activities.
- Improves the delivery of care using creative, and novel ideas in nursing practice.
- Integrates new knowledge to create changes in nursing practice to ensure that intended outcomes are met.
- Shares in quality improvement activities. Such activities may include:
 - ✓ Identifying aspects of practice which are important for monitoring quality
 - ✓ Using indicators which are approved by the employment organization to monitor quality and efficient nursing practice.
 - ✓ Monitoring data collection for the quality and efficiency of nursing practice
 - ✓ Examining collected data to identify opportunities for improving the quality of nursing practice.
 - ✓ Proposing new methods to improve nursing practice and outcomes
 - ✓ Devising activities to ensure the quality of nursing practice.
 - ✓ Improving the quality of practice by developing, implementing, and evaluating policies, procedures and guidelines
 - ✓ Collaborating with health care team to evaluate health services.
 - ✓ Adopting processes to eliminate or decrease barriers within organizational systems.
 - ✓ Promoting and maintaining the professional image of nursing
 - ✓ identifying factors that facilitate safe, satisfying, efficient and cost effective care
- Advocates for the right to participate in health policy development.
- Promotes the development of professional nursing practice.
- Requests informal feedback pertaining to own practice from healthcare persons, peers, professional colleagues, and others.
- Assess client's outcome of care in order to improve quality of provided care

Additional Competencies for PMH- ANS

- Attains and maintains professional certification at the advanced level in psychiatric–mental health nursing from the Jordanian Nurses and Midwives Council
- Develops initiatives to improve quality of care and health outcomes.
- Educates the PMH-NS, other staff and other colleagues in the conduct of quality and performance improvement projects.

- Pinpoints opportunities for using generated data from evidence based practice and research.
- Evaluates the clinical practice environment and quality of nursing care provided in relation to existing evidence based knowledge.
- Reflects on and evaluates own practice and role performance by modeling self-improvement and by sharing insights with peers and professional colleagues

Standard 5: Communication

The PMH-NS or PMH- ANS

- Exhibits knowledge and understanding of human behavior underlying the variety of responses to different life situations.
- Communicates acceptance, unconditional respect, listening, empathy, genuineness, warmth and caring in interacting with clients, significant others, and health care team member.
- Uses communication skills therapeutically.
- Utilizes effective communication strategies and interventions according to the situation such as; interviewing, problem solving, helping others with feelings, giving information, handling aggressive and suicidal behaviors.
- Recognizes the different styles of communication exhibited by clients, significant others, and health care providers.
- Reflects on own communication style in relating to others in a variety of situations.
- Conveys information to clients, significant others, and health care provider in an accurate, clear and simple language.
- Keeps open and facilitative communication with inter-professional members to prevent error or risk associated with provision, transfer or transition of care

Standard 6: Governance, Leadership, Resource Utilization and Evaluation

The PMH-NS delivers leadership in the professional practice setting and the profession and in the planning and delivery of nursing services considers factors related to safety, effectiveness, cost, and impact on practice.

Competencies

- Participates in teamwork as a team player, a team builder and as team member.

- Act to generate and maintain healthy work environments in local, regional, national, or international communities.
- Shows the ability to state a clear vision with associated goals and a plan to implement and measure progress.
- Exhibits a commitment to continuous education and lifelong learning for self and others.
- Uses mentoring abilities and other strategies to help others to succeed.
- Displays creativity and flexibility through times of change.
- Exhibits energy, excitement, and a passion for quality work.
- Uses mistakes by self and others as opportunities for learning in order to encourage risk taking.
- Motivates loyalty by valuing people as the most valued resources in an organization.
- Supervises the coordination of care across settings and among caregivers, including omissions of nursing staff in any assigned or delegated tasks.
- Participates in committees, councils, and administrative teams.
- Participates in professional organizations to promote advancement of the profession
- Accepts accountability and responsibility for own professional judgment and actions.
- Knows the limits of own role and competence.
- When nursing care requires expertise beyond own current competence or scope of practice Consults with a PMH- ANS who has the required expertise.
- Consults with other health care professionals and pertinent organizations/agencies when individual or group needs are outside the scope of nursing practice.
- Appraises factors such as safety, effectiveness, availability, cost–benefit, efficiencies, and impact on practice when selecting practice options that would result in the same expected outcome.
- Helps the person and family in recognizing and securing accurate information and available services to address health-related needs.
- Assigns and or delegates elements of care to appropriate healthcare workers, based on the needs and condition of the person, potential for harm, stability of the condition, complexity of the task, and predictability of the outcome in addition to taking into consideration the abilities of the health care worker.
- Helps the person and family in becoming informed about the options, costs, risks, and benefits of treatment and care.

- Requests for resources, including technology, that promotes quality care.
- locates the evidence when evaluating resources
- document any gap in resources

Additional Competencies for PMH- ANS

- Delegates to others, activities according to their abilities and scope of practice.
- Supervises aspects of care delegated to others and gives support as needed.
- Upholds accountability and responsibility when delegating aspects of care to others.
- Effect health policy and endorses orientation programs in services for prevention and treatment of psychiatric mental health problems and disorders, other, co-occurring psychiatric and substance related disorders; psychiatric and medical disorders.
- Influences decision-making agencies to improve healthcare.
- Provides direction to improve healthcare team effectiveness.
- Initiates and revises protocols or guidelines to reflect evidence-based practice, to reflect accepted changes in care management, or to address emerging problems.
- Promotes communication of information and advancement of the profession through writing, publishing, and presentations for professional or lay audiences

Standard 7: Collaboration

The PMH-NS collaborates with the healthcare team, individual, family, and others in the conduct of nursing practice .

Competencies

- Shares knowledge and skills with peers and colleagues as evidenced by such activities as healthcare conferences or presentations at formal or informal meetings.
- Provides peers with feedback regarding their practice and role performance.
- Interacts with peers and colleagues to enhance own professional nursing practice and role performance.
- Maintains compassionate and caring relationships with peers and colleagues.
- Contributes to an environment that is conducive to the education of healthcare professionals.
- Contributes to a supportive and healthy work environment.

Additional Competencies for PMH- ANS

- Models expert practice to interdisciplinary team members and healthcare persons.

- Mentors and provides clinical supervision to other registered nurses and colleagues as appropriate.
- Participates in interdisciplinary teams that contribute to role development and advanced nursing practice and health care.
- Partners with other disciplines to enhance healthcare through inter-professional activities such as education, consultation, management, technological development, or research opportunities.
- Facilitates an inter-professional process with other members of the healthcare team.

Standard 8: Environmental Health and Safety

The PMH-NS practices in an environmentally safe and healthy manner for persons, carers, families, visitors and workers

Competencies

- Obtains knowledge of environmental health concepts, such as implementation of environmental health and safety strategies.
- Establishes and maintains a safe environment of care through the use of quality assurance and risk management strategies.
- Identifies actual and potential risks using appropriate assessment tools.
- Devises a practice environment that reduces environmental health risks for workers and patient/persons.
- Safeguards the safe administration of therapeutic substances and reduces the use of restraint and seclusion.
- Evaluates the practice environment for factors such as sound, odor, noise, and light that threaten health.
- Applies infection control procedures.
- Communicates environmental health risks and exposure reduction strategies to persons, families, colleagues, and communities.
- Contributes in strategies to promote healthy communities.
- Monitors and reduces the risk of harm or suicide and responds to aggressive behavior.

Additional Competencies for PMH- ANS

- Encourage partnerships that sponsor sustainable environmental health policies and conditions.

- Analyzes the effect of social, political, and economic issues on the environment and human health exposures.
- Evaluates the manner in which environmental health issues are presented by the popular media.
- Supports implementation of environmental principles for nursing practice.
- Assists nurses in advocating for and implementing environmental principles in nursing practice.
- Completes risk assessments throughout all stages of the care continuum and from admission to discharge
- Performs regular reviews of safety in all units, for identification, intervention and resolution of any safety issue

Standard 9: Health Promotion and Prevention

Mental health promotion is an integral part of all mental health work. The PMH- ANS uses mental health promotion and primary prevention principles, and seek to build resilience in communities, groups and individuals, and prevent or reduce the effect of mental illness.

PMH- ANS

- Creates and implements strategies across the mental health spectrum that identify the current status of people's wellbeing to:
 - ✓ Address the determinants of health and risk factors.
 - ✓ Decrease stigma and discrimination.
 - ✓ Promote and maintain mental health and resilience across the lifespan.
 - ✓ Raise awareness across populations and communities on mental health and wellbeing, mental health problems, mental disorders and comorbidity in order to prevent onset across the lifespan
- Finds opportunities for improvement in physical health, exercise, recreation, nutrition, expression of spirituality, creative outlets and stress management
- Applies mental health promotion practices embedded in the community
- Implements culturally relevant and appropriate health promotion and primary prevention approaches to people from diverse backgrounds
- Works with people, families and carers to understand factors that trigger periods of illness, and what helps prevent or resolve these periods

- Delivers appropriate, culturally relevant mental health learning resources, education and support materials to people, families and carers.

Standard 10: Quality improvement

Collaborates with individuals with lived experience of mental illness, families and team members. The PMH- ANS takes active steps to advance services and mental health practices using quality-improvement frameworks.

PMH- ANS

- Participates in quality improvement processes
- Requests resources and equipment to improve service delivery
- Contributes to organizational systems and a culture that respects the rights of people, family and carers
- Utilizes tools and outcome measures to support, record and monitor improvement in practice and takes steps to address problems in practice
- Supports working in partnership with individuals and carers to evaluate service planning to improve outcomes and safeguard greater participation at all levels
- Contributes to a positive, accountable and solution that includes learning from mistakes.

Standards of Practice

This domain focuses on the provision of comprehensive, systematic and prioritized care to achieve identified health outcomes. Empathy and ensuring effective interpersonal and therapeutic communication skills are critical. They include, verbal and non-verbal messages to share information, meanings and feelings with clients and their families to appreciate and understand the client's perspectives of health needs.

Mental health nurses must adapt their communication approaches to the individuals' needs to provide high quality assessment, care and treatment. Success in this reflects competency to assess and support individual client needs through provision of client-centered care based on scientific approaches. The MH Practice domain standards consist of one standard and 6 sub-standards.

Standard 11: Provision Of Client Centered Care

Standard 11.1: Assessment

The **PMH-NS** Collects comprehensive health data that is pertinent to the patient's health or situation.

Competencies of the PMH-NS

- Collaborates with patient/persons to gather *holistic assessments* through observation, examination, interview, and consultation, while being attentive to issues of confidentiality and pertinent legal statutes.
- Collects comprehensive data including, but not limited, to psychiatric substance, physical, functional, biological, psychosocial, emotional, spiritual, cognitive, sexual, cultural, age-related, environmental, and economic assessments in a pertinent and ongoing process, focusing on the uniqueness of the person.
- Reflects the individual's values, preferences, knowledge of the healthcare situation, expressed needs and recovery goals. Involve the individual, family, other support persons, and healthcare providers, as needed, in holistic data collection.
- Identifies barriers to effective communication and makes appropriate adaptations incorporating effective clinical interviewing skills to facilitate development of a therapeutic relationship and to collect information.
- Identifies the impact of personal attitudes, values, and beliefs.
- Assesses family dynamics and their impact on the person's immediate condition, or the anticipated needs of the persons of the situation.
- Prioritizes data collection activities which are founded on the person's immediate condition, anticipated needs or situation.
- Uses appropriate evidence-based assessment techniques, instruments and tools in collecting core data.
- Uses therapeutic principles in order to understand and interpret the person's emotions, thoughts, behaviors and condition.
- Applies ethical, legal, and privacy guidelines and policies to the collection, maintenance, use, and dissemination of data.
- Analyses, interprets and documents data accurately.

Additional Competencies for the Psychiatric Clinical Nurse Specialist, Advance Practice Nurse (PMH- ANS)

- Performs a comprehensive evaluation of data to assess psychiatric and mental health.

- Conducts a multigenerational family assessment, including medical, mental health, psychosocial, psychiatric and substance use history.
- Assesses the effect of interactions among the individual, family, group, community, and social systems and their relationship to mental health functioning, in health and illness.
- Adopts evidence-based clinical practice guidelines to guide screening and diagnostic activities related to psychiatric and other medical co-morbidities.

Standard 11.2: Diagnosis

The PMH-NS identifies the needs or areas of need for care, in collaboration with the individual and family caregivers. Identifies the actual, potential risks, areas of concern for care and treatment; the related dynamic or causative factors and observed behaviors.

Competencies:

- Identifies client's health and safety issues that are considered actual or potential risks and needs.
- Synthesize evidence from collected data to infer state the problem that is congruent with client's perspective and available classifications system.
- Establish related or causative factors that are explained through scientific and evidence based knowledge.
- Formulate a list of nursing diagnoses, problems or needs in collaboration with the client, significant others and multidisciplinary team and consistent with client-centered and recovery oriented practice.
- Document nursing diagnoses or problems that serve as a base for developing expected outcome and care plan.

Additional Competencies for PMH- ANS

- Identify a psychiatric and substance use disorder according to the approved classifications.
- Formulate a differential diagnosis by comparing and contrasting clinical findings
- Assist the PMCH_NS and other staff in developing and maintaining competency in problem identification and the diagnostic process.
- Evaluate the impact of psychiatric disorders and mental health problems on client's mental physical and social health; their recovery, functional level and quality of life

Standard 11.3: Outcomes Identification

The PMH-NS defines the expected outcome of nursing care that is client-centered and recovery oriented in collaboration with the client, significant others and the interdisciplinary health team to provide optimal quality care.

PMH-NS Competencies

- Identify outcomes of nursing care that are client-centered and recovery-oriented.
- Identify outcomes that address the client's health status, risk factors, problems and responses to illness and daily life events.
- Formulate expected client's health outcomes that are measurable with individualized timeline of accomplishment.
- Collaborate with the client, significant others and multidisciplinary health team members to develop outcome criteria and goals that are derived from the nursing diagnosis.
- Weigh the benefits, risks, costs, clinical expertise and evidence based knowledge when formulating achievable outcome criteria.

Develop expected outcomes that addresses continuity of care within the health care system.

- Document expected outcomes in a client-focused format, using simple and clear language, that is understandable to the client and significant others.
- Modify expected outcomes in collaboration with the client, significant others and the multidisciplinary team as a response to changes in health status or situation.

Additional Competencies for PMH- ANS

- Assists the PMH-NS and multidisciplinary team members in identifying expected outcomes that integrates scientific evidence to enhance the implementation of evidence-based practices.
- Develops, revises, implements and upgrades regularly clinical policies, guidelines and procedures to promote positive outcomes.
- Develops expected outcomes that ensures cost effectiveness, continuity, consistency, and quality of care among the interdisciplinary team members.

Standard 11.4: Planning

PMH-NS Competencies

The PMH-NS develops a nursing care plan that identifies the outcome of nursing care in collaboration with the client, significant others and the Multidisciplinary health team members

PMH-NS Competencies

- Develop a plan of care that is based on strategies and alternatives to assist the client in the achievement of expected outcomes.
- Develop a client-centered plan by collaboration with the client, significant others, and multidisciplinary team members to facilitate optimal compliance and involvement,
- Consider different variables that will enhance the plan of care such as client's strengths, developmental level, cultural background, preferences, coping abilities, presence of support system, resources, feasibility of services and technology
- Consult with or refer to other social agencies when needed.
- Ensure that the client and/or significant other receive and understand information before signing the consent for care.
- Establish the care plan priorities in collaboration with the client, significant others and multidisciplinary health team members
- Prioritize plan of care according to the risk assessment to harm self or others or other safety needs.
- Plan care within a therapeutic environment that is least restrictive
- Include an individualized unique clinical pathway that identifies the timeline and continuity of care.
- Incorporate current scientific advances, trends and research and other practice based evidences.
- Modify the plan based on ongoing assessment of client's responsiveness to interventions and progress towards recovery.

Documents the care plan using client-centered terminology.

Additional Competencies for PMH- ANS

- Monitor and evaluate the flow of care according to the plan and client's status to ensure consistency in applying the plan
- Designs new approaches and strategies that are evidence based that are geared towards the changing needs of the client.
- Coordinate plans to utilize different treatment modalities to minimize and prevent complications; promote recovery and optimal quality of life.

- Incorporate client expectations, attitudes, values and beliefs related to the choice of planned therapeutic modalities.
- Participates in enhancing controllability, validation and continuous improvement of internal and external support systems in planning the caring process.

Standard 11.5: Implementation

The PMH-NS implements the nursing care plan that is agreed upon with the client, significant others and multidisciplinary health team, and carries the nursing care plan according to qualification and the institution's policies

The PMH-NS implements the plan.

Competencies: The PMH-NS will:

- Coordinate with the client, significant others, and multidisciplinary team member to implement the different parts of the plan in a safe, realistic, and timely manner.
- Maintain a therapeutic relationship with the client and significant others to facilitate recovery.
- Respect the boundaries of a professional relationship in working with clients, significant others and multidisciplinary team members.
- Use evidence based nursing interventions and treatments specific to the client's health problem or issue.
- Utilize the most relevant technology to measure, record, and retrieve client's data.
- Employ available community resources to facilitate the implementation of the care plan.
- Provide care and treatment for clients with various physical, mental health problems, psychiatric disorders and substance use disorder.
- Deliver nursing care that focuses on the client as a person as a whole with the disorder as part of the person
- Supervise other nursing staff in carrying out nursing interventions
- Incorporate cultural, traditional and alternative healthcare practices as appropriate to client's health status
- Document implementation and any modifications, changes, additions or omissions in the plan of care.
- Integrate new knowledge and strategies to initiate change in care plan, when desired outcomes are not achieved.

- Respond effectively and rapidly to psychiatric emergencies through early identification, assessing the risk, initiating plan and managing the situation

Additional Competencies for PMH-ANS

- Implements the plan by facilitating the use of organization and community resources.
- Collaborates with nursing colleagues and other disciplines to implement the plan.
- Monitors and supervises the PMH-RN in the implementation of the plan.
- Participates in the development and continuous improvement of quality of care services that support the enactment of the plan.

Standard 11.5.A: Coordination of Care

PMH-NS Competencies

- Coordinate implementation of the different components of the planned care
- Manage the client's care to enhance independence and optimize recovery and quality of life.
- Assist the client to identify options for the alternative types of care provided by the different health care professionals.
- Involve the client, significant others and the different systems during the period of care transition.
- Ensure respecting client's humanity and rights in the process of delivering care by the interdisciplinary health team
- Document the coordinated care plan approved by the multidisciplinary team members

Additional Competencies for PMH-ANS

- Takes leadership to manage and coordinate the delivery of integrated planned care among the multidisciplinary team members
- Coordinates the continuity of client care through the continuum of health care system services and community resources.

Standard 11.5.B: Therapeutic relationship

The PMH-NS develops a therapeutic nurse-client relationship to build a foundation for counseling clients to provide effective and quality care that contributes to the client's wellbeing. Specifically, to restore previous functional abilities, prevent and manage relapses, and establish independent living within the community

Competencies: The PMH-NS will

- Establish rapport with the client communicating acceptance, respect, listening, empathetic understanding, caring and presence
- Develop a mutual partnership with the client to work towards outcome of treatment plan and recovery.
- Use evidence based therapeutic communication and counseling strategies to enhance client's wellbeing and sense of autonomy, restore previous functional abilities, prevent and manage relapses and establish an independent living in the community,
- Use self-awareness to monitor own emotional reactions and responses to the clients and significant others, to improve the counseling process,
- Maintain professional boundaries in interacting with the clients.
- Maintain confidentiality and ensure privacy and dignity of the client in sharing information and legal records of care with other health care providers
- Uses therapeutic relationship to promote positive treatment impact and outcomes.
- Documents counseling sessions' content and response

Standard 11.5.C: Therapeutic Milieu

The PMH-NS, PMH- ANS collaborates with the different health care providers to develop, supervise and maintain a therapeutic milieu that provides structure, safety, and brings behavioral changes to improve the functioning and recovery of the client.

Competencies

- Orient the client and significant other to the care environment, including the physical environment, safety measures, rules and regulations, structuring of the treatment within the environment, roles of multidisciplinary team members, significant others roles and expectation in the process of care.
- Help clients know their rights and responsibilities during their presence in the treatment program.
- Continuously observe clients within the health care environment to facilitate and evaluate nursing intervention that ensure safety.
- Participates in structuring the physical environment to enhance comfort and safety
- Develop an individualized program of activities on the individual and group levels to meet the client's choices and needs for meaningful participation in daily routines.
- Advocate for the use of least restrictive measure to maintain a safe environment

- Participate in formulating individualized plans of limit setting on unsafe or social and culturally unacceptable behaviors with specifications on the conditions for removing the limits.
- Ensure therapeutic interaction, consistency and model appropriate culturally acceptable behaviors among the different health care providers in the environment.
- Provide psychologically safe environment that facilitates client's growth, independent self-care, discussion of experience with illness, feelings, concerns with relapse management and prevention; stigma, and conflict with significant others and external community.

Practices open communication among health care providers and clients to promote feelings of hope, acceptance, self-worth and satisfaction

Standard 11.5.D: Teaching/ Coaching/ Counseling

The **PMH-NS**: coach clients and significant others through utilizing teaching/learning opportunities that promotes mental health, prevents illness, and maintains health to reach the highest level of wellness possible

Competencies The PMH-NS will:

- Collaborate with clients and significant others to identify learning needs, taking into consideration life experiences, cultural values and beliefs, attitudes and readiness to learn, learning style and available resources.
- Implement psycho-education program for clients and significant others as part of discharge planning to enhance adherence to treatment, symptom management and relapse prevention taking into consideration the client's cultural background, learning abilities and the presence of support system.
- Incorporate evidence based knowledge, strategies and intervention in the learning-teaching process.
- Create an environment that is conducive to effective learning/teaching process.
- Utilize learning/teaching moments as they occur during practitioner-client interaction
- Coach clients through the health education sessions by listening, inquiring and clarifying, reminding, giving feedback, sharing, supporting and encouraging to bring about self-determined changes in health status.
- Coach clients and significant others in monitoring and following through the new learned skills.

- Evaluate with the client and significant others the effectiveness of the learning/teaching process.
- Utilizes community resources to support the client to maintain learned behaviors

Additional Competencies for PMH- ANS

- Develops health education programs that support national health and social care policies.
- Incorporates counseling and coaching strategies and skills in the teaching/learning process.
- Utilizes counseling/coaching to inform and educate clients and their significant others about the different treatment modalities, benefits and adverse consequences.
- Synthesizes evidence based knowledge, theories and applied research findings in designing mental health-psychiatric education programs for different populations (clients, significant others, health care delivery system personnel, decision maker, and community in large).
- Utilizes knowledge from epidemiology, social, cultural health care practices and political issues to enhance mental health promotion.
- Appraises health related information resources (such as radio and television programs, movies and internet) for reliability, accuracy, simplicity, readability and comprehensiveness for clients and the public in general
- Assists PMH-NS in developing health education programs for health promotion and prevention

Standard 11.5.E: Pharmacological, Biological, and Integrative Therapies

The PMH-NS and or PMH- ANS: integrates knowledge of pharmacological, biological, and complementary interventions with applied clinical skills to restore health and prevent further disability.

Competencies: The PMH-NS

- Utilize current research findings to guide nursing actions related to pharmacology, other biological therapies and other therapies.
- Assess client responses to biological interventions based on current knowledge of pharmacological drugs, their intended actions, interactive effects, adverse effects, and therapeutic doses.

- Include health teaching for medication management to support persons in managing and adhering to their own medications and following prescribed treatments and drugs.
- Offer health teaching about medication mechanism of action, intended effects, potential adverse effects of the proposed prescription, ways to cope with transient side effects, and other treatment options.
- Guide interventions toward reducing untoward effects of biological interventions.
- Communicate to other health clinicians. observations about client response to biological interventions
- Support clients to draw on own assets and resources for self-care and mental health promotion

Standard 11.5.F: Psychotherapy, Cognitive Behavior Therapy (CBT) and Other Therapies

The PMH-NS, or PMH- ANS: with appropriate credential conducts individual, couples, group, and family psychotherapy, CBT and other, using therapies using evidence-based psychotherapeutic frameworks and therapeutic relationships.

Competencies: The PMH-NS

- Utilizes knowledge of biological, psychosocial, and developmental theories, as well as best available research evidence, to choose therapeutic methods based on individual identified needs.
- Uses interventions that sponsors hard trust to maintain a therapeutic treatment alliance and adherence.
- Reduces emotional distress, facilitates cognitive and behavioral change, and fosters personal growth through therapeutic communication.
- Empowers the client to be an active participant in his /her treatment.
- Utilizes ethical and legal principles in the treatment of clients with mental health problems and psychiatric disorders.
- Standardizes methods as appropriate to evaluate effectiveness of interventions in achieving outcomes.
- Examines outcomes of therapy and adjusts the plan of care as necessary
- Manages professional boundaries in order to preserve the integrity of the therapeutic process.

Standard 11.6.Evaluation

The mental health nurse evaluates progress in attaining the identified goals of the client and the expected outcomes of the nursing care plan in collaboration with the client, the family and the interdisciplinary health team

The PMH-NS: evaluates progress concerning the accomplishment of expected outcomes.

Competencies: The PMH-NS

- Carries out a comprehensive, ongoing, evaluation of the outcomes / goals in relation to the employed interventions indicated in the plan and within the given timeline.
- Works in partnership with the client, significant others, and the multidisciplinary team members in evaluating the provided care.
- Evaluates the client's response to the planned care strategies.
- Revises the diagnosis, outcomes, and interventions against new assessment data.
- Modifies the plan with the client and multidisciplinary team members according to the given situation, appraisal and new data.
- Participates in supervising appropriate implementation of plan to minimize unexpected or unwanted adverse effects of treatment on the client.
- Documents results of the evaluation.

Additional Competencies for PMH- ANS

- Appraises the accuracy of the diagnosis and the efficiency of the interventions related to the client's attainment of the expected outcomes.
- Synthesizes evaluation data in order to decide the impact of the plan and interventions on clients, significant others, organization and community.
- Utilizes the results from evaluation data in order to propose new changes, including policies, procedures, documentation forms or other changes according to findings.
- Assists the PMH-NS, or RN in the evaluating and re-framing complex care plans

Annex One

Main Clinical Indicators for Psychiatric Mental Health Nursing

Indicator	Percentage of Prevalence	Measure
Psychiatric Physical/Sexual Assault Rate	% of pts who physical/Sexual Assault	Outcome
Restraint Prevalence	% pts who have restraints and hours of restraint	Outcome
Continuity in care	% pts followed after discharge	Outcome
Case management for severe psychiatric disorders	Number of patient who had their case manages	Process/outcome
Seclusion	Number of patient on seclusions and hours	Process/outcome
Patient discharged on multiple antipsychotic medications	% of patients discharged on multiple psychotic medication	Outcome
Communication with patients	% increase communication with patient and family	
Quality of Care	Percentage describing the quality of care on their unit as excellent	Outcome /process
Medication administration and other psychotherapy interventions	Percentage of nurses reporting occasional/ frequent wrong medication % of psychotherapy pts had	Outcome/process
Practice: effectiveness	Time available to listen to pts Making pts worthy Occupying pts time with therapeutic interventions Respecting patients Keeps confidentiality Patient involvement in treatment Plan	
Length of Stay	% Average length of stay	
Compliance with medication	% of pts compliant	

Annex Two:

Rights and responsibilities of person with mental disorder

The rights and responsibilities of people affected by psychiatric mental health problems or illness are sustained by PMH-NS, PMH-CNS-ANSs and are documented, obviously showed, applied and sponsored throughout all phases of care in a private and confidential matter.

Practices in line of relevant national legislation, local policies and procedural guidelines and national code of ethics.

- Distinguishes & acts upon breaches of law relating to nursing practice or professional code of ethics.
- Integrate valid research findings and other evidence into practice.
- Sustains the right of the person to be treated with respect and dignity at all times.
- Maintains advocates and endeavors to protect the health, safety and rights of the person/patient and displays commitment to his /her cause.
- Ensures that all care delivered is subject to the informed consent of the voluntary person and as much as possible, by the involuntary person in accordance with national legislative requirements.
- Shares with persons and their carers with a statement, of their rights and responsibilities, in a clear and plain way as soon as possible.
- Staff and volunteers are provided with a written statement of the rights and responsibilities of persons and carers, together with a written code of conduct as part of their orientation.

- Communicates with persons, carers and other service providers and applies the rights and responsibilities of involuntary patients according to national mental health legislation and related acts.
- Defends the right of the person to have their needs understood in a way that is meaningful to them and suitable services are rendered when required to support this.
- Supports the right of the person to have their privacy and confidentiality recognized and kept as long as it does not impose serious risk to the person or others.
- Maintains the right of the person to be treated in the least restrictive environment avoid using seclusions or restraints needlessly provided that it does not inflict serious risk to the person or others.
- Advocates for the right of the person to be involved in all aspects of their treatment program.
- Recognizes the right of the person to select if they require to have others involved in their care to the point that it does not impose serious risk to the person or others.
- Upholds the right of carers to be involved in the management of the person's care with the person's informed consent.
- Advocates for the right of persons to have access to their own health records if possible in line with to national legislation.
- Enacts policy and procedures to ensure that personal and health related information is handled in accordance with national regulations.
- Promotes the right of the person to access advocacy and support services.
- Upholds the right of the person to express compliments, complaints and grievances regarding their care and to have them addressed by PMH-NS, PMH-CNS-ANS.

- Upholds the right of the person, wherever possible, to have a staff member of their own gender.
- Participates in continuing education in order to sustain high quality nursing as professionals.
- Strives to persistently advance effective nursing practice.
- Advocates for the patient to live a full and humane life in cooperation with one's family and other professionals.
- Advocates and partner with patients and their families for consumer care provider partnership, to assist in their individual recovery goals that is person centered, recovery-oriented and grounded in prevention, reflecting a paradigm shift in this care area.

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Name	Organization	
Mrs. Daad Shokeh	Jordanian Nursing Council	Committee Chairman
Dr. Ahmad Sagarat	Mutah Univeristy	Committee Member
Mrs Marian Mahroom	King Abdullah University Hospital	Committee Member
Mrs. Asma Jaber	Mental Health Hospital MOH	Committee Member
Mr. Mohammad Ktaishat	Ministry of Health	Committee Member
Dr. Safa Al Ashram	Jordanian Nursing Council	Head of Examination Department

All Content Revised, & Edited by Miss Lina Wardam, Jordan University

The National Committee for Initiating the Development the Professional Standards

Dr Mohamad Saleh	Jordanian Nursing Council
Dr Nael Al. Odwan	Ministrey of health
Dr Ahmad Qtaishat	Ministrey of health
Mrs Faten Almasri	Ministry of health
Dr Ekhlal Al Gamal	University of Jordan
Dr hassan Alomari	Hashemite university
Dr Ayman Mansour	University of Jordan
Dr Heyam Dalkey	Jordan University of Science and Technology
Mr Rami Ali	Private hospitals
Captin osama salim	Royal medical services
Mrs hadeel Al far	World health organization
Dr Ahmad Bawaaneh	International Medical Corps (I M C)
Dr Mohaamad Habashneh	Jordanian psychiatric asociation
Abdullah Haymour	Speciality hospital