

AACN
CERTIFICATION
CORPORATION

Certification Organization for the American Association of Critical-Care Nurses

Renewal by Synergy CERPs Program

based on the Nurse Characteristics of the AACN Synergy Model for Patient Care™

Quick Reference / Operational Definitions

Below is a quick reference of operational definitions of the 8 nurse characteristics of the AACN Synergy Model for Patient Care as they apply to Renewal by Synergy CERPs. These are not intended to be all inclusive but rather a quick guide. Some listings are ongoing learning topics, others, designated by an asterisk (*), are activities.

Category A

Clinical Judgment — Clinical reasoning, which includes clinical decision-making, critical thinking, and a global grasp of the situation, coupled with nursing skills acquired through a process of integrating education, experiential knowledge, and evidence-based guidelines. Examples include:

ABG interpretation
BCLS, ACLS, NRP, PALS
Clinical Implications of Bioterrorism
ECG Interpretation
Hemodynamic monitoring
IV Therapy
Nursing diagnosis
Nutrition in critical care
Heart failure in women
Bariatric surgery
Pharmacology (including pain management)
Physical assessment
Pathophysiology/Physiology/Anatomy (any age spectrum)
*Core Review/CCRN and PCCN Exam Review
*CCRN and PCCN SAEs

Clinical Inquiry (or Innovator/Evaluator) — The ongoing process of questioning and evaluating practice and providing informed practice. Creating changes through evidence-based practice, research utilization and experiential knowledge.

Clinical research
Research process
Evidenced-based practice
*Auditing/prevalence study activities
*Publishing and editing activities
*Evaluating outcome data
*Performing a quality improvement project
*Developing a practice protocol

Category B

Advocacy/Moral Agency — Working on another's behalf and representing the concerns of the patient/family and nursing staff; serving as a moral agent in identifying and helping to resolve ethical and clinical concerns within and outside the clinical setting.

Legal aspects of nursing practice
Public policy
Regulatory issues (HIPAA, Joint Commission)
Insurance and reimbursement
Advance directives
Patient rights
Value of Certification
Informed consent
Sexual harassment training
*Participating on an ethics committee

Caring Practices — Nursing activities that create a compassionate, supportive, and therapeutic environment for patients and staff, with the aim of promoting comfort and healing and preventing unnecessary suffering. These caring behaviors include but are not limited to vigilance, engagement and responsiveness of caregivers. Caregivers include family and healthcare personnel.

Comfort measures
Stress management/burnout
Grief and loss
Patient safety (including fall prevention, body mechanics, infection control)
Palliative care
Pet therapy
Family centered care
Therapeutic touch
Therapeutic communication
*Critical incident debriefing
*Participating in a pet therapy program
*Facilitating a patient/family support group

Response to Diversity — The sensitivity to recognize, appreciate, and incorporate differences into the provision of care. Differences may include, but are not limited to, individuality, cultural, spiritual, gender, race, ethnicity, lifestyle, socioeconomic, age and values.

Foreign or alternate language (medical Spanish; sign language)
Developmental stages/age appropriate interventions (e.g., play therapy)
Cultural aspects of transplantation
Spiritual considerations of the dying patient
Psychosocial issues of diverse populations (e.g., aging, obesity, immune suppressed)
Geriatrics – nutrition for the aging population
Outcomes related to diverse populations/health disparities
*Translating documents for patient care/teaching
*Participating on a team or community service related to diversity (serving market segments in community, multigenerational work force issues, etc).

Facilitation of Learning (or Patient/Family Educator) — The ability to facilitate learning for patients/families, nursing staff, other members of the healthcare team, and community. Includes both formal and informal facilitation of learning.

How to conduct a needs assessment
Selecting effective teaching strategies
Education evaluation methodology
Adult learning theory
*Developing tools to evaluate learning readiness
*Preceptorship/mentorship
*Designing informational aids
*Developing patient education tools
*Teaching courses/in-services/programs
*Participating in a health literacy project
*Developing multimedia learning programs
*Participating in a health fair

Category C

Collaboration — Working with others (e.g., patients, families, healthcare providers) in a way that promotes/encourages each person's contributions toward achieving optimal/realistic patient/family goals. Collaboration involves intra- and inter-disciplinary work with colleagues and community.

How to work on a team
Communication skills, e.g., crucial conversations, negotiation
Dealing with difficult people
Performance appraisal
*Participating in a nursing team/interdisciplinary project/hospital committee
*National nursing organization membership and participation

Systems Thinking — The body of knowledge and tools that allow the nurse to manage whatever environmental and system resources that exist for the patient/family and staff, within or across health care systems and non health care systems.

Healthy work environments
Management and leadership skills
Risk management
AACN Synergy Model for Patient Care™
Community resources
Natural disaster planning/emergency planning and coordination
Case management
*Participating in or leading a national committee (intersystem; interdisciplinary)
*Designing new systems/forms/policies and procedures
*Leading a case conference