

Flight Nurse Specialist Behaviors

DOMAIN: Clinical Thinking and Judgment

Ability of nurses to use their clinical knowledge to affect patient outcome. It incorporates 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 formal and experiential knowledge.

	Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
Reasoning	With guidance, assesses implements, evaluates, and diagnoses	Clearly demonstrates critical thinking skills and consistently reflects these skills in practice	Demonstrates highly developed critical thinking skills and the ability to analyze and facilitate integrated holistic care	Constantly evaluates policies/ procedures/protocols, related to patient outcomes for effectiveness.
	Identifies own strengths and learning needs across the patient populations from neonate through adulthood (including the pre-hospital environment)	Evaluates, reassesses, and anticipates changes, and acts to correct potential problems Collaboratively identifies and demonstrates a knowledge base of diverse treatment plans for the diverse patient populations	Able to demonstrate independent decision making in the care of a wide variety of acute patients, including, but not limited to, hemodynamically unstable patients, critically ill pediatric patients, patients with airway or respiratory compromise, acute trauma, multi organ system failure	Provides mentorship to Competent / Expert Level Flight Nurses in their professional development surrounding this domain
	Aware of the need to evaluate the overall transport issues that may occur outside the physical boundaries of the institution	Identifies potential constraints while operating outside the physical boundaries of the institution	Anticipates and recognizes the impact of flight physiology and comprehends the impact that the physical restraints of aircraft can present when planning/implementing care Thought process is intuitive- "knowing" without conscious effort	

Clinical Thinking and Judgment Domain continued on next page...

	Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
Skills	Has basic operational knowledge of complex devices	Triages and safely operates complex device transports with assistance	Independently triages and safely operates complex device transports, with appropriate support	Triages complex medical issues in relationship to operational and aviation concerns
	Has knowledge to perform basic surgical skills under direct supervision	Assesses the need and performs surgical procedures with assistance	Assesses, performs, evaluates and teaches surgical procedures	Demonstrates mastery of advanced assessment. Is able to coach and teach advanced assessment.
	Able to articulate and demonstrate the use of aviation and advanced medical technology with supervision	Utilizes existing technology in an appropriate and safe manner	Takes a leadership role in evaluating and initiating technology and its potential use in the aviation environment	Works with interdisciplinary team to design clinical technology and processes
	Understands the need for existing technology and utilizes this technology with supervision			
	Performs complex assessments with prompting and assistance	Independently and consistently performs individualized assessments	Exhibits highly specialized assessment abilities in adverse environments	Practice is driven by evidence and patient outcomes based on the patient population and allows for critical evaluation of work in the field.
Individualizes nursing diagnoses based on assessment data	Individualizes nursing/medical diagnoses based on assessment data and integrates diagnoses & priorities of other disciplines in order to provide holistic care	Develops the diagnoses and treatment plan based on integration of nursing and evidenced based medical models		

DOMAIN: Systems Thinking

Appreciating the care environment from a perspective that recognizes the interrelationships that exist within and across health-care settings .

	Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
Systems Thinking	Articulates the need to develop a plan of care utilizing all the team members within the health system	Implements a plan of care utilizing input from all team members across the health system	Consistently anticipates and utilizes appropriate team resources throughout the health care spectrum in a time sensitive manner	Understands state and national policy, organization and economics of health care. Able to speak the language of policy and engage in the political process efficiently
	Recognizes the need to collaborate and utilize available resources	Collaborates broadly and utilizes available resources	Integrates and prioritizes multiple requests while working within an integrated team Intervenes using proven processes in a constructive and professional manner Anticipates and creates options to keep the unit functioning at full potential while remaining aware of fiscal responsibilities	Mentors and helps new nurses and serves as a communication specialist to effectively prioritize multiple transport requests or complex scenarios.
		Demonstrates knowledge of pre-hospital environment, works collaboratively with incident commander and medical care providers to direct patient care Demonstrates knowledge of available transport modes which include ground ambulance, helicopter and jet aircraft	Applies comprehensive knowledge of pre-hospital environment, protocols, and state medical control authority to allow appropriate decision making for patient care Consistently recognizes and utilizes the appropriate mode of transport, incorporating an understanding regulations, operations, emergency procedures and appropriate utilization of transport modes	Identifies future state and national policy/regulation changes and anticipates the impact on the Survival Flight mission profile and Michigan Medicine
Systems Thinking: Safety	Develops an understanding of aviation safety in the non-traditional patient care environment	Articulates and implements safety culture initiatives	Embraces a culture that is built on a foundation of safe practices in an aviation arena and educates to those values	Understands the unique and cumulative effects of care (setting, circumstances, contexts, environments) and care delivery processes on outcomes --- with a goal of improving the health and safety of patients through the provision of quality healthcare
		Maintains an awareness of safety issues for transport Provides a safe and structured environment for the inter-disciplinary team	Evaluates vehicle components, systems, and weather to meet the needs of the transport Develops contingency plans to initiate/complete a transport Articulates all FAA requirements specific to operational control Engages all members of the interdisciplinary team to promote a culture of safety	Identifies human factors that challenge safety or reward risk taking behaviors and seeks solutions to mitigate these risks Utilizes Air Medical Crew Resource Management principles to promote safety culture

Systems Thinking Domain continued on next page...

	Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
Systems Thinking: Operations	Considers operational issues (including: aviation safety, time restrictions and communications etc.)	Considers operational issues and seeks guidance from others in the appropriate utilization of resources	Facilitates administrative decision making with administrator on call	
			Challenges and encourages others to think innovatively in order to be successful in our mission Promotes an environment that is engaging, synergistic, non-threatening Is involved in all levels of program operation including but not limited to: scheduling, procurement, and base operations	Provides consultation/leadership with the healthcare team. Has collaborative mentoring relationships that actively engage others. Works to remove impediments that impact team dynamics

DOMAIN: Collaboration/Communication, and Professional Relationships

Through shared values and a clear professional identity, demonstrates and role models an interdisciplinary collaborative approach to patient care. *Working with others in a way that promotes and encourages each person's contributions. It involves inter- and intra- disciplinary work with colleagues and ability to negotiate and resolve conflict.*

	Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
	Identifies the need for appropriate communication to maintain patient care	Facilitates appropriate communication within the departments in the institution for patient care	Establishes and maintains liaisons to the different units within the hospital to maintain continuity of care	Works both autonomously and collaboratively as a principal provider to promote inter-disciplinary partnerships
	Develops an awareness of the importance of external relationships and the impact on patient care issues	Consistently provides patient care utilizing the externally developed relationships	Establishes and develops new relationships and procedures with external agencies to facilitate and initiate patient care	Builds and leads collaborative inter-professional teams
	Identifies the need for follow-up communication to our referring facilities	Consistently provides follow-up patient information to referring hospitals and pre- hospital care providers	Able to provide consistent follow up with customers, seeks opportunities to improve communication and provides immediate service recovery when problems develop	Commitment to demonstrate and role model a collaborative approach with national peers to improve patient care by development and implementation of national standards
	Understands the need for communication between professionals and understands the importance of feedback to the process	Provides communication on a proficient level and supplies feedback throughout their professional practice	Consistently promotes and provides exemplary professional communication and feedback throughout their professional practice, constantly looking for opportunities to improve this process	Provide closed loop follow up on transport and equipment issues
	Understands the need and advantages flight debriefing process	Participates in the flight debriefing process	Is able to constructively provide and receive flight debriefing feedback in a professional manner, in both the formal and informal situation	Promotes the debrief process to interdisciplinary partners

Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
Aware of the need to represent UMHS values outside of the health systems setting	Demonstrates ongoing commitment to represent the values of UMHS in non-traditional settings	Consistently represents the values of UMHS in non-traditional settings	
Understands the importance of customer service	Recognizes customer service as a relationship built on maximizing fulfillment of needs for all involved to create a positive experience	Able to consistently create positive customer experiences and initiate customer (service) recovery in situations that are sub optimal	
Understands the role of the flight nurse as a member of a multi professional unit	Participates in communication and decision making that maximizes the success of the team transport experience	Exhibits responsibility for the successful outcome of each team mission	

DOMAIN: Facilitator of Learning and Professional Development

Sets goals in self-directed manner and actively seeks out opportunities for knowledge/skill enhancement within and beyond the practice setting. The competency is based in facilitating patient, family, and staff learning. This includes supporting a learning environment characterized by safe discourse, mentoring, and team development. Teaching, along with patient and family learning, is embedded in care.

Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
Able to identify areas for growth and can verbalize an understanding of the need to develop a plan of action to meet the job expectations	Consistently identifies areas for growth through independent self-evaluation and works to attain excellence in practice utilizing all opportunities offered to enhance base of knowledge	Pursues and creates opportunities to develop self and others in the areas of professional growth and leadership	Actively works to establish a healthy work environment Contributes to the knowledge base of the healthcare system. Assumes the role of working collaboratively or supporting and guiding colleagues
	Maintains a level of professional board certification consistent with mandatory requirements Contributes to the professional development of other team members internally and externally	Maintains a culture that is supportive to learning and professional development Creates opportunities for staff to enhance their professional growth within and beyond the unit/area Actively participates with staff orientation/development of internal team members including communication specialists, aviation staff and support team members. Facilitates learning opportunities for all of the colleagues on each of the transport platforms.	Uses awareness built through pursuit of new knowledge to support or formulate novel approaches to care and/or provision of care Builds and supports a mentoring culture Fosters intellectual inquiry and knowledge development
	Evidence of advancing professional identity (speaker, author, preceptor)	Clear evidence of professional identity (speaker, author, preceptor)	

DOMAIN: Advancing Evidence Based Practice through Innovation and Research

Demonstrates ongoing innovation by reviewing, critiquing, and applying evidence to practice by applying performance improvement methodologies.

Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
Understands and utilizes the processes currently in place for data collection and recording	Actively practices and participates in Continuing Quality Improvement initiatives and utilization reviews	Consistently utilizes the Plan-Do-Check-Act model for quality improvement, and leads the CQI team in data collection and analysis	Actively uses skills related to data collection and analysis to inform decisions and guide practice changes
Maintains awareness of innovations in patient care practices	Precise and complete data entry Cares for patients utilizing new opportunities/technology Provides patient care within the guidelines, based on on-going research and evidenced based practice	Identifies and initiates improvements in the ability to enhance patient transport and outcomes Initiates and collaborates with professional colleagues in research initiatives. Develops evidence based practice utilizing professional references Engages in ongoing review and revision of job description with participation in the interview process	Leads unit/area based and/or institutional CQI projects Leads change in practice, based on best practices/evidence, to improve quality outcomes Consistently role models and infuses evidence based knowledge into practice Fosters intellectual inquiry and knowledge development.
Understands and can verbalize the importance of the uniqueness of the aviation environment	Supports new trends in aviation technology	Actively supports and is able to utilize the new technologies in the aviation environment	

DOMAIN: Contribution

Maintains a culture that is supportive and rewards professionalism.

Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
Utilizes appropriate clinical resources/liaisons	Acts as a clinical resource/liaison within the program	Acts as an expert clinical resource/liaison beyond the unit setting, e.g., specialist, consultant, or resource in any hospital, local, state, national and international venues	Acknowledged as a role model to peers
Maintains the required certifications	Exceeds certification requirements in practice	Teaches the certification requirements	Commitment and dedication to contributing to Ground Air Medical qUality Transport (GAMUT) Quality Improvement national initiative

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Contribution Domain continued...

Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
Attendance at internal committee meetings	Active and contributing member of internal/and or external committees	Holds leadership role within the committees	Displays a growth mindset
Attends and participates in grand rounds discussions	Active participation in case presentations at grand rounds	Reliably contributes and presents cases at grand rounds based on the evidence based practice model. Provides expert instruction and education	Develops large scale formal educational events outside of the internal audience - i.e. annual conferences
Understands there exists opportunities to promote the program/institution	Actively participates and contributes to benefit the program and institution	Understands and utilizes leadership qualities and cultivates the strengths and passions of the team members to implement initiatives beneficial to the program and institution	Teaching (didactic and practical) for other health-care systems or agencies
Has global awareness of program direction	Embraces and supports visionary goals		
Able to locate reference material relevant to clinical, operational and regulatory practice	Is able to utilize and facilitate educational offerings such as LZ courses/career development Consistently follows the standards as developed by accreditation and regulatory agencies	Visionary for the future advancement of the program Self-initiated publishing and/or speaking and/or developing educational opportunities outside of the program with the goal of advancing the profession Develops competencies, protocols, procedures, references and device manuals consistent with the recognized standards of state, national and oversight regulatory agencies	

DOMAIN: Advocacy

Working on another's behalf, representing the concerns of the patient/family/community, and serving as an agent in identifying and helping to resolve ethical and clinical concerns within the clinical setting.

Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
Recognizes challenges to patient care and with assistance responds appropriately	Challenges and adapts systems to maximize the benefits for patient care	Identifies and challenges obstructions to continuous patient care in an appropriate and professional manner Develops new systematic approaches to overcome challenges	Provides resources and guides peers through ethical and clinical challenges

DOMAIN: Therapeutic Relationships

A constellation of nursing activities that are responsive to the uniqueness of the patient and family and that create a compassionate and therapeutic environment with the aim of promoting comfort and preventing suffering.

Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
Able to verbalize the value of therapeutic communication outside of the hospital environment.	Understands the need to communicate with trust and compassion leading to therapeutic communication and emotional support allowing for an easier transition in patient/family separation during transport	Demonstrates the ability to provide therapeutic communication with a patient/family utilizing holistic care theories in practice in this unique and challenging environment Demonstrates the ability to rapidly instill trust, compassion, and the emotional connection that allows the separation of a patient from their family during transport	Exhibits empathy, compassion and caring that peers emulate

DOMAIN: Coordination

Demonstrates ongoing innovation by reviewing, critiquing, and applying evidence to practice by applying performance improvement methodologies.

Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
With mentoring, identifies, plans and anticipates needs for complex transports	Identifies, plans and anticipates needs for complex transports Continues to develop experience and skill in determining the required level of care	Thoroughly processes, anticipates and facilitates advanced levels of care in complex patient situations and challenging environments utilizing all treatment modalities	Challenges peers to anticipate adverse events/complications and develop alternative plans/solutions in advance

DOMAIN: Response (responsiveness; sensitivity) to Diversity

The sensitivity to recognize appreciate, and incorporate differences in the provision of care. Differences may include, but are not limited to, individuality, culture, spiritual beliefs, gender, gender expression, sexual orientation, race, ethnicity, family configuration, lifestyle, socioeconomic status, age, values, etc.

Competent	Expert	Mastery	Mastery+ for Master's prepared RNs
Dedicated to supporting and advancing our organizations commitment to diversity	Able to share and provide input into decision making and activities regarding diversity Recognizes the importance of ethnic and cultural values	Provides a forum to communicate and share diversity initiatives Integrates cultural and ethnic perspectives into patient care	Embraces and values cultural diversity, inclusivity and equity