

ETHICS AND PROFESSIONAL CODE OF CONDUCT

**STUDENT BOOK SENIOR 4
ASSOCIATE NURSING PROGRAM**

First Edition

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FOREWORD

Dear Student,

Rwanda Basic Education Board is honoured to present to you This Ethics and Professional Code of Conduct Textbook for Senior Four for Associate Nursing program which serves as a guide to competence-based teaching and learning to ensure consistency and coherence in the learning of Ethics and Professional Code of Conduct subject.

The Rwandan educational philosophy is to ensure that you achieve full potential at every level of education which will prepare you to be well integrated in society and exploit employment opportunities. The government of Rwanda emphasizes the importance of aligning teaching and learning materials with the syllabus to facilitate your learning process. Many factors influence what you learn, how well you learn and the competences you acquire. Those factors include the instructional materials available among others. Special attention was paid to the activities that facilitate the learning process in which you can develop your ideas and make new discoveries during concrete activities carried out individually or with peers.

In competence-based curriculum, learning is considered as a process of active building and developing knowledge and meanings by the learner where concepts are mainly introduced by an activity, a situation or a scenario that helps the learner to construct knowledge, develop skills and acquire positive attitudes and values. For effective use of this textbook, your role is to:

- Work on given activities including application activities which lead to the development of skills;
- Share relevant information with other learners through presentations, discussions, group work and other active learning techniques such as role play, case studies, investigation and research in the library, from the internet or from your community;
- Participate and take responsibility for your own learning;
- Draw conclusions based on the findings from the learning activities.

I wish to sincerely extend my appreciation to the people who contributed towards the development of this book, the Ministry of Health, Human Resource for Health Secretariat (HRHS), University of Rwanda, School of Nursing and Midwifery, Higher Learning Institutions and Rwanda Basic Education Board.

Special gratitude goes to University faculty, Nurses, Midwives, Teachers, illustrators, designers. HRH Secretariat Staff and REB Staff who diligently worked to successful completion of this book.

Dr. MBARUSHIMANA Nelson
Director General of Rwanda Basic Education Board

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Head of Curriculum, Teaching and Learning Resources Department / REB

Table of contents

FOREWORD	iii
ACKNOWLEDGEMENT	iv
UNIT 1: PROFESSIONALISM IN NURSING	1
1.1. Concept of professionalism and profession	2
1.2. Common professions	3
1.2.1. Different functions of health care professionals	6
1.3. Characteristics of a model associate nurse	8
1.3.1. Definition of terms	9
1.3.2. Qualities of a good associate nurse	9
1.3.3. The functions of an associate nurse	10
1.3.4. Comparison of roles between associate nurse and registered nurses	11
1.4. Professionalism.....	12
1.5. Characteristics of nursing profession.....	15
1.6. End unit assessment	18
UNIT 2: NURSES' CODE OF CONDUCT	19
2.1. Introduction to the code of conduct.....	20
2.2. The nursing code of conduct	22
2.2.1. Role of nurse's code of conduct:	23
2.2.2. Standards of professional code of conduct:	23
2.3. Purpose of the professional code of conduct	26
2.4. End Unit assessment	29
UNIT 3: SCOPE OF PRACTICE IN HEALTHCARE PROFESSIONALS	31
3.1. Introduction and definitions of associate nurse	31
3.2. Roles of associate nurse.....	34
3.3. Scope of nursing associate.....	35
3.4. End Unit Assessment.....	38

UNIT 4: ETHICAL ISSUES IN HEALTH CARE	41
4.1. Ethical principles in nursing practice	42
4.1.1. Definition of Ethics	42
4.1.2. Autonomy and Beneficence	43
4.1.3. Non-maleficence and Justice	44
4.2. Ethical issues in nursing profession.....	46
4.3. Health System and Ethical Challenges.....	48
4.4. End unit assessment.....	51
References	54

Key Unit competence

Demonstrate characteristics of nursing profession while providing care to patient

1.0 Introductory activity

This article illustrates how some aspects of professionalism can have impact on the patient's care. An example is the importance of handover among health professionals. After reading the following text and respond to the questions accordingly:

A study was conducted using about clinical handover practices. Health professionals employed in public hospitals and community health centres were involved. The sample comprised doctors, nurses and allied health professionals, including physiotherapists, social workers, pharmacists, dieticians and midwives employed in Australia.

The survey collected information about health professionals' experiences about clinical handover. Clinical handover is a way health professionals communicate patient information for continuity, quality and safety of care for that patient.

Despite widespread measures available to improve clinical handover processes, participants experienced adverse events relating to clinical handover in seven areas: delayed prolonged treatment, lack of monitoring information, patient deterioration, medications errors, patient falls, injuries, and putting infants at risk of infection.

Innovations are needed in training and education to address the complex barriers to effective handover existing in health care organisations.

- 1) What is the importance of handover?
- 2) What are the consequences of lack of handover?
- 3) Which health professionals involved in this activity?
- 4) Which other health professional that you know?
- 5) Which qualities do you expect for a good health professional?

1.1. Concept of professionalism and profession

Learning activity 1.1

Mr. G. is admitted in the emergency ward after sustaining a serious road traffic accident. The healthcare team receive him with empathy and determination. The nurse performed a rapid assessment and immediately called the doctor for intervention she uses her time effectively to avoid any complication. She puts on an IV fluid to prevent shock due to much bleeding and collect blood sample for lab investigation and send them to laboratory and the lab technician examined them. The radiologist comes immediately and performed an X-ray of the fractured bone of the lower limb, the surgeon decided that the patient will be operated. The anaesthesiologist comes in to evaluate the patient condition to prepare him for an operation. The surgeon performed operation, the 2nd day after the operation the patient's relative received instructions from dietician about the meal which is accepted after operation. On the 3rd day, the physiotherapist came to evaluate the level of mobility of the leg for any intervention to facilitate the patient to move without any complication.

- 1) Which professionals are involved in treating MR.G?
- 2) Which activities they performed to save the life of Mr. G?
- 3) What qualities do you expect those professionals to display for Mr. G?

Definition of concepts

A Profession is a group (vocational or occupational) that requires specialized education and intellectual knowledge.

Professionalism is an awareness of the conduct, aims, and qualities defining a given profession, familiarity with professional code of ethics, and understanding of ethical schools of thought, patient-professional interaction models and patient rights.

Values are qualities or standards desirable or worthy of esteem in themselves, they are expressed in behaviours, language and standards of conduct.

Professional values are general attributes sized by a professional group. Nurses may learn about their profession's values, standards and motivations through code of ethics, formal instruction, and role modelling.

Personal values are the beliefs and attitudes held by an individual that provide a foundation for behaviour and the way the individual experiences life.

Cultural values that are specific to a people or culture are known as cultural values.

Critical thinking is a purposeful, self-regulatory judgment, resulting in interpretation, analysis, evaluation and inference.

Quality of practice is an evidence-based professional standards balanced against service user needs, satisfaction and organisational efficiency

Self-assessment 1.1

1. Define those concepts:
 - Professionalism,
 - Quality of practice
2. Differentiate professional values from personal values

1.2. Common professions

Learning activity 1.2

Observe the following images and match each number of the image to the appropriate profession inside the table below:



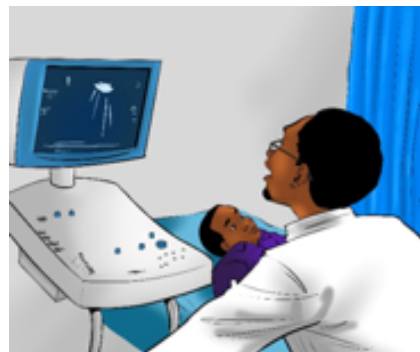
1



2



3



4



5



6



7



8



9



10



11



12

Match each number to the suitable profession

Professions	Number of profession
Public health officer	4
Ophthalmologist	5
Anesthesiologist	6
Dentist	7
Radiologist	8
Pharmacist	9
Physician	10
Midwife	11
Nurse	12
Dietician	1
Physiotherapist	2
Lab technician	3

1.2.1. Different functions of health care professionals

Nurses are the largest healthcare occupation, the specific duties of individual nurses are dependent on the role, practice setting, population served, and specialty area of the healthcare practice in which they are employed. All nurses assess patient's health, provide clinical treatment, and educate patients and families.

Medical doctor (MD) is licensed health care professional who has the role or function of assessing the patient, make the diagnosis and can provide medical treatment and services in any medical specialty, ranging from psychiatry to surgery. They work in a variety of settings, which include hospitals; outpatient clinics; academic institutions.

Pharmacists are the medication-use experts in the healthcare system. They provide medication therapy management, coordinate systems of medication distribution and dispensing, interface with patients and prescribers, and engage in the provision of clinical and community-based preventive services.

Dentists perform the evaluation, diagnosis, prevention and/or treatment (nonsurgical, surgical or related procedures) of diseases, disorders and/or conditions of the oral cavity, maxillofacial area and/or the adjacent and associated structures and their impact on the human body; provided by a dentist within the scope of his/her education, training and experience, and in accordance with the ethics of the profession and applicable law.

Physiotherapist can be involved in providing valuable guidance in the inpatient setting and that adherence to recommendations may lower the risk of readmission. This observation highlights the role that structured assessments and sharing of patient information in the inpatient setting have in promoting favourable patient outcomes after discharge.

They also provide expertise related to exercise prescriptions and training, physical activity recommendations, patient education, and exercise equipment. Those working in the inpatient setting are likely to have regular contact with inpatients either through formal educational sessions or by meeting one-on one with inpatients.

Midwife takes care to the mothers and their babies by providing perinatal care during pregnancy and delivery with promoting healthy practices like family planning.

Anaesthesiologist works within the operating team by giving anaesthetic drugs and cardiopulmonary intervention for operated patients.

Lab technician is responsible for testing, analysing, blood test and other body fluids of patients to confirm the diagnosis.

Radiologist is responsible for performing medical diagnosis for patients using imaging devices like X-rays, ultrasound, CT scan, MRI etc.

A dietician as a person with legally recognized qualifications in nutrition and dietetics who applies the science of nutrition to the feeding and education of groups and individuals in health and diseases.

Public health officer is in charge of policy making and decision making for the health of populations.

Ophthalmologists diagnose and give treatment to patients with eye diseases or unhealthy condition. Assess symptoms, diagnose conditions, prescribe medication, provide follow-up care of patients.

Notice: all health professionals, stay current on medical technology and research

Self-assessment 1.2

Explain the functions of the following health professionals:

Nurse

Doctor

Dentist

Ophthalmologist,

Physiotherapist

Dietician

Lab technician, Radiologist

1.3. Characteristics of a model associate nurse

Learning activity 1.3



Mr. N., 70 years of age, is a male patient who is admitted to the medical-surgical unit with pneumonia. The patient complains of fatigue, shortness of breath and cannot finish a short sentence before the respiratory rate increases above the normal, and presents blue colour on his body extremities. The patient is using accessory muscles, weak cough reflex.

Vital signs: blood pressure 90/50 mm Hg, heart rate 101 bpm, respiratory rate 28 breaths/min, and temperature 39.5°C.

The nurse Mr.G. performs an assessment to establish a nursing care plan for Mr. N. : monitoring of vital signs, filling the patient file, entering patient data in computer system, bed bath and bed making, administration of analgesics, antimicrobial drugs, and, drug for respiratory system using a proper device; observation of the patient and record any change, put the patient in suitable position, administer oxygen, provide health education to the patient's relative, evaluate the results and discuss with the doctor about modalities of treatment, communicate with other health workers about the patient's condition.

- 1) Which nursing procedures that will be performed by an associate nurse to help this patient?
- 2) Which nursing procedures that will not be done by an associate nurse to help this patient?

1.3.1. Definition of terms

A nurse is a person educated and trained to care for sick or disabled. She/he has completed a program of basic, general nursing education and is authorized by the appropriate regulatory body to practice nursing in his/her country.

A nurse is a licensed person who is registered with the Rwandan Nursing and midwifery council based on completion of a recognized education and training program to take care of, assist and treat the client, who can be an individual, family or group, sick or well.

Nursing is the protection, promotion, and optimization of health and abilities, prevention of illness and injury, facilitation of healing, alleviation of suffering through the diagnosis and treatment of human response, and advocacy in the care of individuals, families, groups, communities, and populations” (ANA, 2017).

Nursing: a profession focusing on assisting individuals, families, and communities who are healthy or sick to attain, recover, and maintain optimum health and function from birth to old age (Taylor et al 2011). The use of conducive environment (fresh air, pure water, cleanness, light) for the patient to assist him/her recovery (Florence Nightingale 1860). Nursing consists in assisting the individual sick or well, in the performance of those activities contributing to health or its recovery or a peaceful death (Virginia Henderson, 1966).

An associate nurse is a member of the nursing team that helps bridge the gap between health and care assistants and registered nurses. Associate nurses work with people of all ages, in a variety of settings in health and social care. Their role contributes to the core work of nursing, freeing up registered nurses to focus on more complex clinical care. It's a stand-alone role that also provides a progression route into graduate level nursing. Some personal qualities that make a good associate nurse are:

1.3.2. Qualities of a good associate nurse

- a. Observantion:** It's extremely important for nursing assistants to have the ability to pay attention to small details. The smallest changes could be a major health problem for their patient, especially with the elderly. Minor changes like new bruises and a loss of appetite must be reported to the patient's physician. Sometimes, paying attention to small details like this could be the difference between life and death.
- b. Emotional Stability:** It takes a strong-willed, compassionate and caring person for this type of career. Caring for patients can be stressful, especially those who are struggling with their health or nearing the end of their life. Being supportive and strong for them and their families is crucial.

- c. Patience:** You will need to have an encouraging and calm manner while caring for someone who may have just had a stroke and is learning how to dress again or helping patients walk after surgery.
- d. Communication Skills:** Nursing assistants or CNAs have to communicate with doctors, nurses, caseworkers, families, patients and other healthcare team members daily. It's important to be clear and detailed as much as possible with what you've observed while caring for your patient. You will need to listen well, offer support and give clear instructions.
- e. Compassion and Empathy:** These are qualities that can't be taught as a nursing assistant. To have the ability to show compassion and put yourself in someone else's shoes and understand how they're feeling is a much-needed trait to have while in this career.

1.3.3. The functions of an associate nurse

According to the ministerial order, the associate nurses usually take care of patients basing on their physical and psychological needs.

1. Provide basic patient care by maintaining patient hygiene, nutrition and comfort.
E.g.: bed making, bed-bath, position changing, feeding ...
2. Monitor the patient's condition and reports as necessary.
E.g.: taking vital signs, carrying samples taken by the nurse, to the laboratory for exam
3. Perform sterile and clean procedures with specific focus on prevention and control of infection in the health facility environment according to established standards and protocols.
E.g.: simple wound dressing
4. Administer diligently medication within his/her scope of practice according to prescription and monitor the patient response.
E.g.: provide oral drugs under supervision of registered nurse
5. 5° Carry out pre and post-operative nursing care within his/her scope of practice.
E.g.: wound dressing
6. Educate and advise the client and other people on continued care and prevention of recurrence of the health problem.
E.g.: provide educational session on hygiene

7. Facilitate patient discharge and where necessary refers him/her to other health care providers.

E.g.: register discharged patients

8. Transmit verbal and written report and shares information with colleagues and the direct supervisor on the patient and care provided.

E.g.: fill the vital signs chart

9. Contribute to physical and nutritional rehabilitation in preparation for patient discharge.

E.g.: Facilitate in patient feeding

10. Provide comprehensive care according to his/her scope of practice to chronically and terminally ill patients who are referred back.

E.g.: provide support to patient living with HIV or NCDs (hypertension, diabetes...) reminding or encouraging them to take oral drugs

1.3.4. Comparison of roles between associate nurse and registered nurses

The respective roles of both associate nurses and registered nurses are to deliver quality healthcare services to their clients. Although clients benefit from the care given by associate nurses in a range of settings, associate nurses will contribute to most aspects of care, including health care delivery and monitoring. Registered Nurses will take the lead to assessment, planning and evaluation. Registered Nurses will also lead to managing and coordinating health care with full contribution from the associate nurses within the integrated care team.

Table3: Comparison between roles of associate nurse vs registered nurse

ASSOCIATE NURSE	REGISTERED NURSE
Be an accountable professional	Be an accountable professional
Promoting health and preventing illness	Promoting health and preventing ill
Promote and monitor care	Provide and evaluate care
Working in teams	Working in teams with responsibility of leading and managing nursing care
Improving safety and quality of care	Improving safety and quality of care
Contributing to integrated care	Coordinating care
	Assessing needs and planning care

Self-assessment 1.3

Mr N., a 70 years male patient, is admitted to the medical-surgical unit with pneumonia. The patient complains of fatigue and shortness of breath and cannot finish a short sentence before the respiratory rate increases above the normal, and presents blue colour on his body extremities. The patient is using accessory muscles, coughs weakly, without any sputum.

The vital signs are: blood pressure 90/50 mm Hg, heart rate 101 bpm, respiratory rate 28 breaths/ minute, and temperature 39.5°F.

The nurse do an assessment to establish a care plan with the following nursing care to give for Mr. G. : monitoring of vital signs, filling the patient file, entering patient data in computer system, bed bath and bed making, administration of analgesics, antimicrobial drugs, and, drug for respiratory system using a proper device, observation of the patient and record any change occurring to the patient, put the patient in suitable position, provide oxygen, provide health education to the patient relative, evaluate the results and discuss with the doctor about modalities of treatment, communicate with other health workers about the patient condition.

1. Describe the activities that will be performed by an associate nurse to respond to the patient's need?
2. Give three activities that will be performed by a registered nurse to provide nursing care to this patient?

1.4. Professionalism

Learning activity 1.4

Mrs D. is working in the surgical ward, she comes to her duty on time, she organizes her ward, always assess the patient's needs and make sure the ward is clean and ventilated she talk to patients' family and give health education she communicates timely every abnormal finding to the doctor and always document the care provided she does follow up of patient lab results and call in the lab if the results are not available in due time. She encourages her colleagues and always reminds them that they should take responsibility of their tasks.

On the other side, Mrs Z. is coming late to her duties and ask for permissions several times and she always find reasons not to come to her duties, she even falsifies the medical leave to be able to go and do her business.

When she is in ward, there is a lot of mess, patient's bed is not clean, the lab results are not documented on patient's file and the charts are not well filled. She talks badly to the patients and their relatives she despises the colleagues and does not listen to the advises. The unit manager write her the explanation letter and does not give explanation of her conduct instead she goes to the medical director and says that every people hates her and despises her and she claims for not being sent to the training for HIV management because she saw the nurse in charge of HIV in maternity was trained and when she called meeting to share the knowledge, Mrs Z refuses to attend and claimed that all nurses should go to the training while the manager suggested that three nurses will be trained each trimester so that the patients are not abandoned. she always calls her friends on the phone in working hours and complain that nobody ever cares for her while she is always caring for patients alone and go home late due to many patients. She claims that the hospital is poor and does not provide enough materials for patient care however, never give report to the unit manager on the drugs and consumables that is reported every week. She even calls to her cousin who is a manager of a big company to asks that he would give her another job because she is not happy to be a nurse.

Compare the behaviour of Mrs. D. and Mrs. Z regarding their nursing profession.

Professionalism is an idea relating to the word “profession” which is almost synonymous with “occupation” (Downie, 990, pp. 148–157), the same author indicated the following six characteristics of professionals:

1. The professional has skills or expertise proceeding from a broad knowledge base.
2. The professional provides a service based on a special relationship with those whom he or she serves. This relationship involves a special attitude of beneficence tempered with integrity. To the extent that the public recognises the authority of the professional, he or she has the social function of speaking out on broad matters of public policy and justice, going beyond duties to specific clients.
3. Professionals must be independent of the influence of the state or commerce.
4. The professional should be educated rather than trained and should continue to develop her or his knowledge and skills within a framework of values.
5. A professional should have legitimised authority and credibility in the eyes of the general public.
6. A good understanding of bioethics and the ability to apply ethics principles and skills in the healthcare context is vitally important for all healthcare practitioners.

- i. **Responsibility**: is an obligation or duty. Condition, quality, fact, or instance of being responsible; obligation, accountability, dependability, ...
- ii. **Self-determination** is defined as the personal decision to do something or think a certain way, without outside influence.
- iii. **Accountability** is the quality or state of being accountable, especially : an obligation or willingness to accept responsibility or to account for one's actions, it is taking or being assigned responsibility for something that you have done or something you are supposed to do.
- iv. **Integrity** should be regarded as the primary virtue in the healthcare context. Healthcare practitioners often support their actions to act or not, on the base that it would undermine or violate their integrity and/or core beliefs if acting otherwise.
- v. **Trust** involves an assurance that another will act with the right intentions and in agreement with fitting moral norms.
- vi. **Confidentiality** the ethical principle or legal right that a physician or other health professional will hold secret all information relating to a patient, unless the patient gives consent permitting disclosure.
- vii. **Adherence to high standards** of quality providing evidence-based healthcare services to those who need them;
- viii. **Collaboration with others** and communicative a working practice whereby individuals work together for a defined and common purpose, and enables individuals to achieve that purpose.

Such understanding and application should be fostered during the formal training of healthcare practitioners and it should continue as part of each practitioner's continuous professional development for as long as they practise their profession.

Self-assessment 1.4

1. Explain the authority of a professional in public
2. Describe the importance of communication in nursing profession

1.5. Characteristics of nursing profession

Learning activity 1.5



Mr. G. a 60 years old male patient is admitted in the emergency is on the 3rd day after surgical intervention. The patient complains of dizziness, his body extremities are cold and pale, vital signs are as follows: blood pressure 80/45 mm Hg, heart rate 131 bpm, respiratory rate 28 breaths/min, and temperature 36.1 °C. The saturation on room air is decreasing to 82% and Hb 10 g/dL.

Mrs. T. a Registered Nurse who is on duty that night, she is a committed nurse who works with empathy, diligence, and discernment. She is able to manage time and communicate effectively to her colleague nurses and other health care professionals in the surgical unit. She is a hard working with close observation and use critical thinking to resolve patient's problems.

When she enters in the room of Mr. G. she remarks that the patient's operative wound is bleeding. She takes vital signs, blood sample for lab test and the result of haemoglobin was 6.5 g/dl. She calls the doctor immediately, and explained the patient situation the doctor responded that Mr. G. should be transfused, then the nurse filled a request for the blood transfusion to bring the blood for Mr. G with the blood Group of A+. However, the lab technician responds that the blood available is group O+. Mrs.T. never forgets to crosscheck the blood with the colleague to make sure the patient will not be harmed.

- 1) What are the qualities that Mrs.T. is using to save the life of Mr.G?
- 2) If the nurse doesn't intervene what consequences could result from her inaction?

The following qualities should also characterise a professional nurse.

- a. Responsibility:** is an obligation or duty. Condition, quality, fact, or instance of being responsible; obligation, accountability, dependability, ... For example, a nurse should take responsibility to give drug appropriate dose if the doctor commits an error in prescription.
- b. Self-determination** is defined as the personal decision to do something or think a certain way, without outside influence. e.g.: a nurse working with determination should not wait the unit manager to remind her the care to be given to the patient
- c. Accountability** is the quality or state of being accountable, especially: an obligation or willingness to accept responsibility or to account for one's actions, it is taking or being assigned responsibility for something that you have done or something you are supposed to do. e.g.: if a nurse does not provide care to the patient according to the quality required, she is accountable.
- d. Integrity** should be regarded as the primary virtue in the healthcare context. Healthcare practitioners often support their actions to act or not, on the base that it would undermine or violate their integrity and/or core beliefs if acting otherwise. e.g.: the nurse who does not respect patient's privacy and confidentiality
- e. Effective Communication**

In the workplace, nurses must be able to communicate clearly with their co-workers and with patients and their families. They must be able to take instructions from co-workers and supervisors, especially in high-pressure situations.

They must also communicate effectively with patients and their families to meet their needs and provide quality care. The ability to receive information effectively and efficiently is essential for nurses. They must be able to read charts and understand a treatment plan without in-depth instruction. After they collect data about a patient's vital signs, they must record that information immediately and accurately for other nurses, doctors and medical staff to interpret. Proactive communication with patients and families can set nurses apart from their peers.

e.g.: the nurse must document on patient file and provide information necessary like change of vital signs or lab results. If he/she does not report timely, the patient can get in severe condition and miss necessary intervention at the right time

- f. Optimism** While this career may be emotionally challenging at times, outstanding nurses know how to remain positive and focus on serving others. Further, nurses who have a positive attitude can act as leaders in their practice, inspiring optimism in others as well. e.g.: if the patient is in critical condition, she will not give up to him, she continues to provide care even for the chronic disease there is a way to improve life condition.
- g. Compassion** In their career, nurses will see patients suffer. Beyond simply offering a solution, they must be able to express compassion for patients and their families. E.g.: a nurse should always consider the pain of the patient and listen to his/her concerns
- h. Even-Temperedness:** nurses must be able to manage their responses to difficult situations in order to solve problems and concentrate on their patients' health and safety. Not getting visibly angry or upset with patients is important no matter how difficult the day has been.e.g.: if a nurse is angry to the patient that one would lose trust
- i. Flexibility:** Remaining calm under pressure also helps nurses stay flexible in their work since shifts are typically long. Nurses may have to work nights, weekends and holidays. On the job, flexibility is a must for nurses. They cannot predict what the day will bring and what illnesses or injuries they will have to treat. e.g.: like if the nurse is called during his/ her day off or obliged to go home late due to patient's condition

Self-assessment 1.5

Mr. G. is admitted in the emergency is on the 3rd day after surgical intervention, The patient complains of dizziness, and his body extremities are cold and pale. The vital signs are as follows: blood pressure 80/45 mm Hg, heart rate 131 bpm, respiratory rate 28 breaths/min, and temperature 36.1 °C. The pulse oximeter on room air is decreasing to 82%. and Hgb 10 g/dL.

Mrs. T. a registered nurse remarks that the patient's operative wound is bleeding. She took blood sample for lab test and the result of haemoglobin was 6.5 g/dl. She calls the doctor immediately, and explained the patient situation the doctor responded that Mr. G. should be transfused, then the nurse filled a request for the transfusion unit to bring the blood for Mr. G with the blood Group of A+ . However, the lab technician responds that the blood available is group O+; although Mrs.T. knows that the blood with group O+ can help the patient, she never forgets to check patient identification to make sure the patient will not be harmed.

- 1) Explain at least five characteristics of a professional nurse
- 2) What are the qualities of nurses in patient care?

1.6. End unit assessment

End unit assessment

- 1) Define those concepts: Profession, value
- 2) Explain the functions of the following health professionals:
Nurse
Radiologist
Lab technician
Dentist
- 3) What is the role of an associate nurse in healthcare team?
- 4) Compare and contrast the roles of nurse and associate nurse
- 5) Explain why the health professionals should have the virtue of discernment
- 6) Using practical examples in patient care, explain the five qualities of health professionals
- 7) Explain at least five characteristics of a professional nurse
- 8) Enumerate the five qualities of health professionals
- 9) Describe how a nurse can apply the qualities of health professionals in health care
- 10) Mr J. is a RN in surgical unit, he has patients with different needs:

The patient A., who was operated for abdominal disease and have to be given a timely and appropriate food intake according to his condition. Another patient B was operated for fracture of the left lower limb, and need to be mobilized on the day provided by the surgeon

The following activities will be required for the nursing management of patients A and B: monitor the patient vital signs, pain, rehydration/feeding, elimination, ensure the hygiene, comfort and proper position for the patient, take the samples for lab examination, document abnormal changes and complete the charts in the patient's file, administering drugs according to the prescription, provide health education, call the dietician for prescription of diet, call the physiotherapist for the exercise, take the patient to the radiologist for the x-ray

1. What is the task he will do himself as a registered nurse?
2. What are the tasks that will delegate to the associate nurse working in the same service?
3. Who are the other health professionals who will work with him to assure the treatment of those patients?

Key Unit Competence

Apply the nursing code of conduct

2.0 Introductory activity



Observe the above picture and discuss about the following:

M.E is an enrolled nurse working in district hospital for 3 years. Colleagues and Unit manager had noticed that the clients assigned to M.E, were not cared for, wet bed sheets were unchanged and urine bottles not emptied, vital signs not monitored. M arrived always late also spending a lot of time at the nurses' station and on phone while her clients were left without assistance. Her unit manager and his /her colleagues and care givers raised complaint.

After receiving advice form colleagues and manger, she attends the unit on time, collaborates with clients and gives care to each client and advocates for clients' needs. She becomes a respectful nurse for the clients, improves the communication and collaboration with unit manager and colleagues and all assigned clients were cared as required. After reading the above scenario, analyze the nurse general attitude in the work place and answer to the following question.

- a. Who are the people in the above picture?
- b. Show bad behavior of a nurse that are displayed in this scenario?
- c. List 3 qualities of a good professional nurse displayed in the scenario

2.1. Introduction to the code of conduct

Learning activity 2.1

Mrs. K. is a registered nurse working in the unit where admitted patient are after surgical operations. She attends the work always on time, when she arrived in the morning, she puts on her clear uniform, greets clients and observe overall situation of t them to identify if there is no emergent situation. She is respectful for colleagues and clients of all ages. She is kind to everybody in the work even out of the work, she provides care to all assigned client in safe and timely manner. Before accomplishing any nursing tasks, she firstly obtains the client consent and treat them with kindness and respect.

Read the above scenario and answer to the following question

1. Identify the 4 positive professional nurse requirements included in the scenario
2. List 2 behaviors that should be respected in the nursing code of conduct

Key Concepts of code and conduct

A code: the Code of Professional Conduct for Nurses is a set of expected national standards of nursing conduct for nurses and midwives to be respected during the exercise of the profession

The Code is not intended to give detailed professional advice on specific issues and areas of practice; rather, it identifies the minimum requirements for conduct in the profession. A breach of the Code may constitute professional misconduct or unprofessional conduct (ANA, 2021)

The code of professional conduct will help to address many issues and promote client and nursing satisfaction.

A conduct: the manner in which a person behaves, especially in a particular place or situation. Professional conduct refers to the manner in which a person behaves while acting in a professional capacity.

It is generally accepted that when performing their duties and conducting their affairs professionals will uphold exemplary standards of conduct.

Specific issues concerning professional practice will be considered when they arise and may be the subject of professional practice guidelines

Ethics: Ethics refers to moral principles, values that govern a person's behaviour or a manner of conducting or accomplishing activities. Ethics deals with principles or morality and what is right or wrong, it is also concerned with motives and attitudes and relationship of these attitudes to the good of individuals (Basavanthappa, 2006).

Ethics refers to well-founded standards of right and wrong that prescribe what humans ought to do, usually in terms of rights, obligations, benefits to society, justice, or specific qualities.

A code of ethics is a set of guiding principles that all members of a profession accept. It is a collective statement about the group's expectations and standards of behavior. Codes serve as guidelines to assist professional groups when questions arise about correct practice or behavior. (Potter and Perry Fundamentals of Nursing, 8th edition, Elsevier, 2017).

According to the American Nurses Association (ANA), the nursing code of ethics and professional conduct is a guide for "carrying out nursing responsibilities in a manner consistent with quality in nursing care and the ethical obligations of the profession." Ethics, in general, are the moral principles that dictate how a person will conduct (ANA, 2021)

Self-assessment 2.1

According to the above definition of nursing code of conduct and aspects included in the code of conduct used in Rwanda

1. Explain 2 roles of the code of conduct in nursing practice
2. Using an example, illustrate how you should honor the nursing profession

2.2. The nursing code of conduct

Learning activity 2.2



Mrs. J. is associate nurse in Internal Medicine and the team of this unit is few as it comprises only 6 persons for days and night duties. Her colleague Mrs.T. was sick and she was not able to attend to accomplish all assigned task as she was weak and pregnant. The morning medical round have also ordered taking blood sample for many clients the even other drugs have been prescribed to be given before noon. She feels stressed but do her best to accomplish the assigned tasks. Her colleague Mrs.J. passes in the Mrs.T. subunit observe the state of T and the assigned tasks; she decides to perform some procedures like withdrawing blood samples as she is well skilled in puncture of the vein. The unit manager was very happy and congratulates the nurse.

According to the above scenario,

1. What do you think about the origin of the stress for the nurse T?
2. Identify the professional behaviors of these nurses?
3. What would be the consequences on the clients if the nurse has a big burden?

Nurses are currently facing various personal, interpersonal, professional, and institutional even socio-cultural challenges in their professional practice and to deal with them may not be always clear. The lack of one correct approach or attitude in addressing different issues may lead to ethical issue or a difficult to choose in different options to resolve them.

Rwandan regulatory body Nursing Council of Nurses and midwives (NCNM) adopted by the constitution of the Republic of Rwanda of 04 June, 2003 and the Law no 25/2008 of 25/7/2008 establishing the National Council of Nurses and Midwives and adopted by the cabinet in its session of 09/07/2010. The Code of Professional Conduct for Nurses and Midwives is supported by Rwanda National Council for Nurses and Midwives.

2.2.1. Role of nurse's code of conduct:

A code of conduct provides structure and guidance for workplace values and principles. A respected code is important to the nursing profession to help prevent inappropriate and incompetent behavior and as a guide for nursing performance.

The Code guides nurses and midwives in their day-to-day practice and helps them to understand their responsibilities in caring for service users in a safe, ethical and effective way.

The Code supports ethical and clinical decision-making, on-going reflection and professional self-development. The code informs the general public about the professional care they can expect from nurses and midwives.

The code also emphasizes the importance of the obligations of nurses and midwives to recognize and respond to the needs of service users and families (Georges et al , 2012).

The code of conduct sets standards for the regulation, monitoring and enforcement of professional conduct

The code of conduct is used in conjunction with the code of ethics as ethics and professional conduct can't be separated.

2.2.2. Standards of professional code of conduct:

According to the code of conduct of Nurses and Midwives provided by the regulatory body National Council of Nurses and Midwives (NCNM); the standards of nurse's code of conduct is summarized as follow:

a. Conduct of a nurse towards patients

Respect for human rights and values

Without prejudices to provision of particular laws that specify the rights of a patient in Rwanda, the nurse / midwife shall:

Promote the respect of human rights, human dignity, culture and spiritual beliefs of the individual, family and community

Ensure that the individual receives written and sufficient information on which to base his/her consent for care and related treatment

Keep confidential any information related to an individual and shall share this information with colleagues advisedly

Collaboration in promoting health activities

A nurse / midwife shall collaborate with members of the community in initiating and supporting actions to meet the health and social needs

A nurse / midwife shall also collaborate with others in conserving the environment

Refusal to act for lack of capacity and competence: a nurse or midwife is required to refuse any instructions to perform any activity that is outside his/ her scope of competence or one for which he/ she lacks sufficient knowledge. However, in case, in the case, he/ she shall inform his/her supervisor or the person what gave him/ her such instructions.

Example: If a medical doctor asks to the nurse to withdraw excess of fluid in the peritoneal cavity (Ascites), this is a medical task and is beyond the nurse scope of competence and he/ she must inform the medical doctor that he/ she is not able to perform that procedure

Quality and continuing professional development: the nurse or midwife shall be obliged to fulfil his/her duties. He/ she shall regularly demonstrate continual use of technical knowledge and always be trained on modern techniques: the Nursing acts changes as the Medicine also undergo evolution

Obligation to care her/ his personal health: a nurse or a midwife shall be obliged to take care of his/her personal health so that his/ her responsibility of providing care is not compromised

Discretion on duty: a nurse or midwife shall ensure that no action or omission on his/ her part that may be harmful to health

Safe use of science and technology: a nurse or midwife shall ensure that use of science and technology on duty is compatible with the safety, dignity and people's rights

E.g., use of suctioning machine if not well used can traumatize upper respiratory tract

Activities contrary to moral and professional conviction: A nurse shall have right to refuse to participate in activities contrary to his/ her personal moral and professional convictions. However, such rights shall not contravene his/her responsibilities towards patients and those who require his/her services

b. Conduct of a nurse or a midwife in performing his/her duties

- **Abide by law and regulation** in the country in particular those relevant to his/her nursing profession
- **Maintain professional honor:** the nurse shall demonstrate all times a personal conduct that honors the profession and enhance public confidence in nursing and midwifery staff. The conduct of a nurse must be integral and even a model in the society
- **Participation in designing and implementation** of professional regulations: a nurse or midwife shall participate in designing and implementing guiding principles of nursing, midwifery management, research in matters regarding professional practice or duties of a nurse and a midwife
- **Participation in developing professional skills;** a nurse or midwife shall be active in developing a core of research based professional skills
- **Role in enhancing better working conditions:** a nurse or a midwife, acting through professional federation or association in which he/she is a member, shall participate in creating and maintaining safe, equitable social and economic working conditions in nursing or midwifery practice respectively
- **Safe management of resources:** a nurse or a midwife shall safely manage and maintain assets under his/her control as well as public resources, use effectively the available materials

c. Relations between a nurse, a midwife and colleagues

- **Interdisciplinary collaboration** : a nurse or midwife shall sustain collaboration with colleagues and workers in the multidisciplinary team in order to promote the health and well-being of each client.
- **Appropriate measures to protect people:** a nurse or a midwife shall take appropriate measures in order to preserve the health of individual. Families and the public when endangered by a colleague or any other person
- An incompetent nurse can lead to harmful nursing care
- **Sharing and exchanging expertise/ experience:** a nurse or midwife shall share expertise and knowledge with colleagues and exchange views on various professional issues that may arise in their profession. They have to share experience in order to better care the clients and resolve raised issues
- **Non evasion of responsibilities:** a nurse or a midwife shall avoid to relinquish his/her duties and to overburden his/her colleagues in order to evade responsibilities. Each nurse must accomplish his/her responsibilities and let the assigned to tasks to colleagues

Self-assessment 2.2

After understanding how the nurse shall behave with colleagues and duties

1. Explain briefly the importance of collaboration between nurses in caring patients
2. Explain briefly 2 standards of nurse's conduct between a nurse and a client

2.3. Purpose of the professional code of conduct

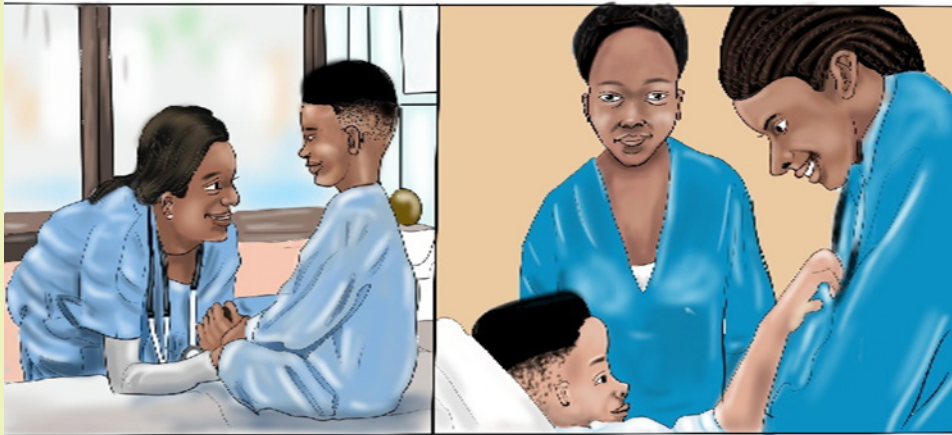
Learning activity 2.3

Look at the following video on http://youtube.com/watch?v=Z8K-RN_Jtbw

Look also at this picture below and guess what is happening during the nurse and client interactions during the provision of nursing care

1. Is the client looks like well-prepared before nursing intervention? Is the client relaxed and ready to collaborate with the nurse?
2. Identify at least 3 attitudes of the nurse that a client may depreciate during the nurse client relationship
3. Explain the importance of nurse conduct/ behavior in front of the client





The code of ethics aims to :

- Sets standards for the regulation, monitoring and enforcement of professional conduct,
- Inform the public about the minimum standards of profession
- Help them understand professional nursing conduct,
- Outline the major ethical considerations of the profession and guides the profession in self regulation.
- Acts as a non-negotiable standard and reminder of nurses' commitment to society.
- The code requires nurses to continue with their learning and evidence-based practice

Example of a professional code of ethics: American nurses' association. (ANA) professional code of ethics



A nurse, in all professional relationships, practices with compassion and respect for the inherent dignity, worth, and uniqueness of every individual, without considerations of social or economic status, the nature of health problems.

The nurse's primary commitment is to the patient, whether an individual, family, group, or community.

- The nurse promotes, advocates for, and strives to protect the health, safety, and rights of the patient.
- The nurse is responsible and accountable for individual nursing practice
- The nurse respects the same duties to self as to others, including the responsibility
- The nurse preserves integrity and safety, maintain competence, and continue personal and professional growth.
- The nurse participates in establishing, maintaining, and improving health care environments and conditions of employment conducive to the provision of quality health care and consistent with the values of the profession through individual and collective action
- The nurse participates in the advancement of the profession through contributions to practice, education, administration, and knowledge development.
- The nurse collaborates with other health professionals and the public in promoting community, national, and international efforts to meet health needs
- The profession of nursing, as represented by associations and their members, is responsible for articulating nursing values, for maintaining the integrity of the profession and its practice

- The nurse personal conduct promotes the image of institution and the nursing profession

Self-assessment 2.3

Mrs. J. works in Emergency and the team of this unit is few as it comprises only 8 persons for days and night duties. Her colleague Mrs.L. was sick and she was not able to attend the planned night duty and asks Jo to replace her and promise to do the same for him when she will get better. The unit manager agreed but Jo refuses. The evening J. past the night in the dancing club and the morning, he comes to work drunk and he fails to provide care to assigned clients and blame them without any reason . He has forced a patient to get up without support and due to dizziness, the client falls down hitting the head on the bed

1. According to the above code of ethics and conduct, identify the unprofessional behaviors of this nurse?
2. Explain 2 purposes of code of ethics
3. Enumerate 3 standards of code of ethics for a nurse

2.4. End Unit assessment

End unit assessment

After covering this unit, understanding the Ethics and Nurse's professional code of conduct and how to behave in order to promote client health and avoid any action against nursing practice, answer to the following questions:

1. The nursing profession is recognized worldwide for having a big number of staff in health facilities. Each nurse has the obligation to act in respecting ethical principles. One of the following ethical principles is **not** important in nursing profession:
 - a. They are basis for nurse's decisions on consideration of consequences of their acts
 - b. They are universal moral principles when making clinical judgments.
 - c. They are only applied to the clinical settings while caring different clients
 - d. They are professional values to be used when interpreting ethical issues

2. Autonomy is one of the ethical principles in nursing profession even a client right, it means that:
 - a. A patient has to request the health care provider for a care plan about his/her care
 - b. A patient has his own schedule for his health care
 - c. A patient should always accept nursing care plan for himself
 - d. A patient has independent to choose and participate in his / her health care provision
3. Read carefully the following statement and answer by T if it is true or by F if it is false
 - a. Nurses should always maintain health consumers' trust by providing safe and competent care.
 - b. A right to confidentiality means that the patients should restraint to reveal thei information to the healthcare professionals
 - c. A professional nurse must acquire expertise in carrying out nursing actions.
 - d. The nurse code of conduct must be applied only in health institutions

4. Case Study

Mm K is a registered nurse working in the unit where admitted clients are after surgical operations. She attends the work always on time, attends attentively the morning staff and handover. When she arrived in the morning, she puts on her clear uniform, greets clients and observe overall situation of them to identify if there is no emergent situation. She is respectful for colleagues and clients of all ages. She is kind to everybody in the work even out of the working hours when necessary to fulfill assigned tasks; she provides care to all assigned clients in safe and timely manner. Before accomplishing any nursing tasks, she firstly obtains the client consent and treats them with kindness and respect. All client is confident in the nurse K and don' hesitate to give her any information needed and to ask any question they have

Read the above case study and answer to the following question.

1. Identify 4 professional nurse values included in the scenario
2. Use an example to illustrate the professional benefit of the nurse's K behavior on the nursing profession
3. Is there any the code conduct of nurse violated in this case?

Key Unit competence:

Demonstrate understanding of scope of practice of healthcare professionals.

3.0 Introductory activity

Mr T. is admitted in the unit for patient with tuberculosis where a registered nurse receives him for assessment. He is coughing, with chest pain and present transpiration on his front. The vital signs are temperature of 38.80C, Blood pressure of 102/64 mmHg, heart rate of 112beats/min and respiration of 20 cycles /min. The oxygen saturation is 92%. The health care professionals in that service include nurses, physicians, epidemiologists, dieticians, radiologists and pharmacist.

How the nurse will give intervention for Mr T.'s treatment?

3.1. Introduction and definitions of associate nurse**Learning activity 3.1**

Referring to the above case, the registered nurse and associate nurse are going to intervene for patient care. T.

1. How will an associate nurse intervene to care for Mr. T.?

Associate Nurse: A nursing associate is a member of the nursing team in England that helps bridge the gap between health and care assistants and registered nurses. Nursing associates work with people of all ages, in a variety of settings in health and social care. The role contributes to the core work of nursing, freeing up registered nurses to focus on more complex clinical care. It's a stand-alone role that also provides a progression route into graduate level nursing.

Scope of practice: Scope of practice describes the services that a qualified health professional is deemed competent to perform, and permitted to undertake in keeping with the terms of their professional license. is used by national agencies and

regulatory authorities to define the parameters of a professional's activities, those include procedures, actions and associated processes that a licenced individual is permitted to perform.

The rationale for such scope of practice definitions for health care professionals include protection of the public, a general societal understanding of the role and functions of the practitioner, and the need for role clarity to ensure that practitioners can practice to the full extent of their capabilities and thereby optimise their contribution to the provision of an effective and safe public health service.

A Profession is a range of roles, functions, responsibilities, activities and professional accountability for which a nurse, or midwife is educated, competent, and has the authority to perform within limits of a particular sphere of practice.

A competence is the ability of the nurse or midwife to practice safely and effectively to fulfil her/his professional responsibility within one's own scope of practice.

Nursing activities

According to the International Council of Nurses (ICN 2010): Nursing encompasses autonomous and collaborative care of individuals of all ages, families, groups and communities, sick or well and in all settings. Nursing includes the promotion of health, prevention of illness, and the care of ill, disabled and dying people. Advocacy, promotion of a safe environment, research, participation in shaping health policy and in patient and health systems management, and education are also key nursing roles.

The key factors in nursing and midwifery profession determining factors that must be taken into account in deciding on the scope of practice of nursing and midwifery shall be the following: competence, accountability autonomy, and continuing professional development. Nursing activities that the nurse shall perform among others, will include the following:

- Reception and registration of patients/client
- Health education to the client/patient, family and community;
- Provision of safe client/patient care;
- Follow-up of client/patient ;
- Prompt reporting of client/patient information on condition as necessary
- Management of working environment;
- Leadership and management of resources;
- Collaboration with multidisciplinary teams;
- General safety of patients/clients, staff and working environment.

According to the scope of practice for the nurse as defined by ministerial order of Rwanda, the registered nurse shall plan, lead, supervise and evaluate health promotional activities, preventative care, curative, rehabilitative and palliative services, managerial educational, training and research roles,

An associate nurse will

- Carry out home visits for delivery of health services to individuals, families and community including follow-up, education, monitoring of nutrition, hygiene and sanitation in conjunction with multidisciplinary teams
- Use communication skills for behavioural change of an individual, family and community
- Communicates appropriate information for effective behaviour change and maintenance of sound health. More details on the roles of the associate nurse are described in unit one on characteristics of the associate nurse.

Self-assessment 3.1

Define these concepts

1. Scope of practice
2. Clarify the importance of the scope of practice
3. Mr. H is an associate nurse and is working in health centre to provide care to mothers who bring their children coming for measurement of weight, height and brachial perimeter, assessment for nutritional status, receiving food supplements like vitamin A, therapeutic milk and injections for vaccination. He works with Mrs J. who is a registered nurse who is in charge of vaccination service. Administers vaccinations to children, give health education to their mothers about hygiene, breast feeding, and proper nutrition, she registers the children vaccinated and their weight, height and brachial perimeter, she observes the availability and safety of the vaccines, and she do a weekly report to the health centre manager.
 - a. What activities will be done by Mr H.?
 - b. What are the activities done by Mrs J. ?

3.2. Roles of associate nurse

Learning activity 3.2

Mr B. is allocated in the health centre where Mrs C. a registered nurse works with him. There are many clients and today is for immunization and they profit that occasion to provide health education to the mothers who bring their children for immunization.

1. What activities you think that will be done by Mr B. and Mrs C.?
2. During health education, what topics may be used by Mr B. and Mrs C.?

Associates Nurses like nurses and other healthcare professionals, can expand their knowledge and skills with the right training and governance. However, the intention is for nursing associates to support, not substitute, registered nurses. They follow the standards for nursing and nursing associate programs.

1. **Being an accountable professional:** associates nurses act in the best interests of people, putting them first and providing nursing care that is person-centered, safe and compassionate. They act professionally at all times and use their knowledge and experiences to make evidence based decisions and solve problems. They recognize and work within the limits of their competence and are responsible for their actions.
2. **Promoting health and preventing ill health:** associates nurses play a role in supporting people to improve and maintain their mental, physical, behavioural health and wellbeing. They are actively involved in the prevention of and protection against disease and ill health, and engage in public health, community development, and in the reduction of health inequalities
3. **Provide and monitor care:** associates nurses provide compassionate, safe and effective care and support to people in a range of care settings. They monitor the condition and health needs of people within their care on a continual basis in partnership with people, families, and caregivers. They contribute to ongoing assessment and can recognize when it is necessary to refer to others for reassessment.
4. **Working in teams:** associates nurses play an active role as members of interdisciplinary teams, collaborating and communicating effectively with nurses, a range of other health and care professionals and lay caregivers.
5. **Improving safety and quality of care:** associates nurses improve the quality of care by contributing to the continuous monitoring of people's experience of care. They identify risks to safety or experience and take appropriate action, putting the best interests, needs and preferences of people first.

- 6. Contributing to integrated care:** associates nurses contribute to the provision of care for people, including those with complex needs. They understand the roles of a range of professionals and carers from other organizations and settings who may be participating in the care of a person and their family, and their responsibilities in relation to communication and collaboration.

Self-assessment 3.2

1. Use examples to illustrate four roles of an associate nurse
2. How does an associate nurse improve safety and quality of care while providing nursing care?

3.3. Scope of nursing associate

Learning activity 3.3

Mr P. a 50 year old patient is admitted in Internal Medicine service for a long-lasting gastritis. Mr U. an associate nurse working in that service receives the patient and took vital signs. The registered nurse came to assess the patient and calls the medical doctor. The Doctor came and ordered to take samples for lab investigations and prescribed oral medications to reduce the pain.

- 1) Which activity will be carried out by an associate nurse in caring this client?
- 2) Which activity is not in the competence of an associate nurse?
- 3) What a AN will do ?

Introduction

In order to meet the proficiency outcomes outlined in the main body of this document, nursing associates must be able to carry out the procedures in health and care setting.

Procedures to be undertaken by the nursing associate

At the point of registration, the nursing associate will be able to safely demonstrate the following procedures:

- 1. Procedures to enable effective monitoring of a person's condition**
 - Accurately measure weight and height, calculate body mass index and recognize

- Use manual techniques and devices to take, record and interpret vital signs including temperature, pulse, respiration (TPR), blood pressure (BP) and pulse oximetry (SO₂) in order to identify signs of improvement, deterioration or concern
 - Measure and interpret blood glucose levels
 - Collect and observe sputum, urine, stool and vomit specimens, interpreting findings and reporting as appropriate
 - Recognize emergency situations and administer basic physical first aid, including basic life support.
- 2. Procedures for provision of person-centered nursing care** provide support in meeting the needs of people in relation to rest, sleep, comfort and the maintenance of dignity:
- Use appropriate bed-making techniques, including those required for people who are unconscious or who have limited mobility
 - use appropriate positioning and pressure relieving techniques
 - Take appropriate action to ensure privacy and dignity at all times
 - appropriate action to reduce or minimize pain or discomfort
 - Support people to reduce fatigue, minimize insomnia and take appropriate rest.
- 3. Provide care and support with hygiene and the maintenance of skin integrity:**
- Observe and reassess skin and hygiene status using contemporary approaches to
 - Determine the need for support and ongoing intervention.
 - Identify the need for and provide appropriate assistance with washing, bathing, shaving and dressing
 - Monitor wounds and undertake simple wound care using appropriate evidence-based techniques.
- 4. Provide support with nutrition and hydration:**
- Assist with feeding and drinking and use appropriate feeding and drinking aids
 - Record fluid intake and output to identify signs of dehydration or fluid retention and escalate as necessary
 - Support the delivery of artificial nutrition using NGT

5. Provide support with maintaining bladder and bowel health:

- Observe and monitor the level of urinary and bowel continence to determine the
- Need for ongoing support and intervention
- Assist with toileting, maintaining dignity and privacy and use appropriate continence products
- Care for and manage catheters for all genders

6. Provide support with mobility and safety:

- Use appropriate assessment tools to determine, manage and escalate the ongoing risk of falls
- Use a range of contemporary moving and handling techniques and mobility aids
- Use appropriate moving and handling equipment to support people with
- Impaired mobility.

7. Provide support with respiratory care: take and be able to identify normal SO₂ and oximetry measurements

8. Preventing and managing infection:

- Observe and respond rapidly to potential infection risks using best practice guidelines
- Use standard precautions protocols
- Use aseptic, non-touch techniques
- Use appropriate personal protection equipment
- Implement isolation procedures
- Use hand hygiene techniques
- Safely decontaminate equipment and environment
- Safely handle waste, laundry and sharps.

9. Meeting needs for care and support at the end of life:

- Recognise and take immediate steps to respond appropriately to uncontrolled symptoms and signs of distress including pain, nausea, thirst, constipation, restlessness, agitation, anxiety and depression
- Review preferences and care priorities of the dying person and their family and carers, and ensure changes are communicated as appropriate
- Provide care for the deceased person and the bereaved, respecting cultural requirements and protocols.

10. Procedural competencies required for administering medicines safely:

- Continually assess people receiving care and their ongoing ability to self-administer
- Their own medications. Know when and how to escalate any concerns
- Undertake accurate drug calculations for a range of medications
- Exercise professional accountability in ensuring the safe administration of
 - Medicines to those receiving care
 - Administer medication via oral, topical routes
 - Administer injections using subcutaneous and intramuscular routes and manage injection equipment
 - Administer and monitor medications using enteral equipment
 - Administer enemas and suppositories
 - Manage and monitor effectiveness of symptom relief medication
 - Recognize and respond to adverse or abnormal reactions to medications, and when and how to escalate any concerns
 - Undertake safe storage, transportation and disposal of medicinal products.

Self-assessment 3.3

1. Describe five procedures in the scope of practice of an associate nurse
2. Which procedures included in preventing and managing infection?

3.4. End Unit Assessment

End unit assessment

Section 1 : Multiple choice questions

Read the following options and choose the right answer

- 1) Among the following activities which **one** is not performed by an associate nurse?
 - a. Vaccination
 - b. Health education on breast feeding is a health promotional activity
 - c. Provide oral analgesic drugs
 - d. Provide oxygen therapy

- 2) Among the following activities which **one** is in competence of an associate nurse?
 - a. Give drug for malaria
 - b. Perform urinary catheter
 - c. Plan care for the patient in post-operative care
 - d. Evaluate performance of the staff
- 3) Among the following activities which **one** is managerial activity?
 - a. Vaccination
 - b. Give drug for malaria
 - c. Give report on numbers of patient
 - d. Evaluate performance of the staff
- 4) Among the following activities which **one** is an educational activity?
 - a. Evaluate performance of the staff
 - b. Teach nursing student during internship
 - c. Give drug for diabetes
 - d. Give supplement food to children

Section 2: Read the following statement and answer by T if the statement is true or F if the statement is False

1. The associate nurse in the unit is not responsible of good utilization of materials in allocated services
2. The associate nurse carries out home visits for delivery of health services to individuals, families and community
3. The scope of practice describes the services that a qualified health professional is allowed and competent to perform

Section 3: Case study

Each health institution offers many services to the public and among these services we have admission of the client in hospitalization unit, or being cared in outpatient consultation and each client. Receive required care. To ensure the promotion of the client health and well-being a collaboration of the multidisciplinary team is very important in caring the client. A client suffering for a long-lasting gastritis was admitted after road accident and has left an arm fracture which needs surgical intervention for better management. The client needs medication to reduce pain, a picture of the fracture and to be prepared for surgical intervention

According to the scope practice and activities to be carried out in caring this client:

1. Enumerate activities to be carried out by an associate nurse
2. Clarify how the scope of practice protects the patient as well as the nurse?

SECTION 4. ADDITIONAL ACTIVITIES

4. 1 . Remedial activities

All of you have already been in health institution and observe different activities carried out by the nurse

- a) Identify any 5 activities to be carried out by an associate nurse without supervision
- b) If as an associate nurse you are assigned a task that is not in your competences what are you going to do?

4. 2. Consolidation activities

- 1) Identify any 4 roles of associate nurse
- 2) By using 4 examples, explain scope of an associate nurse

4. 3. Extended activities

A 20 years old female have been in the health centre as he has headache , fever and loss of appetite. The nurse starts by taking vital signs as the client was looking tired, the client has temperature of 40° Celsius. The nurse decides to withdraw a blood sample for laboratory investigation then give medication to reduce body temperature while waiting the result of blood examination . After having blood results, the client was suffering for Malaria

According to the scope of practice of a nurse:

1. Is the nurse the competence to give treatment to this client? Why?
2. If the client receives appropriate treatment against malaria, what the nurse should do to prevent the complication and relapse of Malaria?
3. If the client has manifested signs of anemia (insufficient blood in the body), which health professional is competent to treat adequately this client?

Key Unit competence:

To demonstrate good decision making when facing an ethical issue in nursing practice

4.0 Introductory activity

1. Ms.K. a 12-year-old, has been admitted to an acute care hospital for an emergency appendectomy. Her parents have been given information about the surgery and what to expect in the immediate postoperative period. Three members of the nursing staff have also assured these anxious parents that they will be notified as soon as K. is admitted to the post anaesthetic area or sooner if there are complications with the procedure.

After the surgical intervention and while the client was in the recovery room, the intravenous catheter was leaking fluid and blood out of the vein and the client bed was dirty and wet . The care giver informs the nurse in charge of the recovery room but the nurse doesn't react. Thirty minutes after, the client was agitated, sweating and the monitor shows a low blood pressure.

While the nurse come later, she starts by blaming the mother to careless about the child, she starts to insert a new catheter in the vein, the phone rings and takes it, the catheter drains the blood in bed and when he resumes the procedure , the catheter was obstructed . The client and her mother refuse to be punctured again and complain to the in charge of surgical Unit about being not being well cared.

In the following examples, identify the ethical principles that would be appropriate for the nursing staff to employ:

1. Identify the ethical issues that may arise in the above scenario
2. Identify the ethical principles respected in this case
3. Explain the ethical principles of nursing care violated

4.1. Ethical principles in nursing practice

Learning activity 4.1

Miss.J. is 16 and she comes in to the community health centre to ask for abortive method. The nurse asks her about her sexual life and Joan admits that she is having sexual relations with her father and her mother is not informed. The nurse is a family friend of Joan's family and is quite close to Joan's mother. Joan's father is a policeman and is not easy to communicate with him. The nurse is quite confused by this news and is not sure how to help Joan who is very anxious and promise to do unsafe abortion before being discovered by her mother or prefer to die

1. Explain how the nurse is going to apply ethical principles of autonomy, beneficence and non-maleficence for this client

4.1.1. Definition of Ethics

World Health Organization: "ethics is concerned with moral principles, values and standards of conduct" (WHO, 2016). Ethical issues are event which occur when a given decision, scenario or activity creates a conflict with a society moral principles. This may arise with individuals or institution since any of their activities might be put to question from an ethical point view, Ethics, is one of the cross-cutting themes relevant and crucial component to all health care professionals (both in pre-service & in-service).

The principles of ethics included respect for persons autonomy, beneficence, non-maleficence and justice.

The concept of autonomy is an important extension of this principle; acting autonomously means that the actions are the result of the person's own deliberation and choices. The principle of beneficence is often simply stated as an obligation to act in ways that promote good. The principle of non-maleficence states that we should act in ways that do not inflict evil or cause harm to others. While a general principle of justice requires that we act in ways that treat people equitably and fairly

4.1.2. Autonomy and Beneficence

Moral principles are useful in ethical decisions about which action is right or wrong in a situation especially in health care

a) Autonomy: in health care, respect for autonomy refers to the commitment to include patients in decisions about all aspects of care as a way of acknowledging and protecting a patient's independence. the promotion of independent choice, self determination and freedom of action, the independence and ability to be self-directed or Self-governance and self-determination in health care provision. This means that clients are entitled to make decision about what will happen to their body

Autonomy is a principle and notion of moral decision making which hold that a rational person (defined by age and mental ability) has the capacity to make informed and voluntary decisions. Such a person would need to duly consider and comprehend the risks and benefits of each choice, based on clear information and without any controlling influences (e.g., fear, coercion, bribery).

Autonomy is also the capability to have input into determining your own well-being (Purtilo & Doherty, 2016), or self-rule that is free from both controlling interference by others and limitations that prevent meaningful choice' (Beauchamp & Childress p.101)

For example, when a patient faces surgery, the surgeon has an obligation to review the surgical procedure, including risks and benefits, out of respect for the patient's autonomy. The consent that patients read and sign before surgery documents this respect for client autonomy.

Upholding autonomy - Supporting self-determination in others and their freedom to choose what constitutes a good quality of life for them (Sasson, 2000)

b) Beneficence: Beneficence is doing or active promotion of good, refers to taking positive actions to help others. The principle of beneficence is fundamental to the practice of nursing and medicine and refer to all forms of action intended to benefit others. This is done by providing health benefits to the clients, balancing the benefits and risks of harm, considering how a client can be best helped. Example: a child who has fever has a risk of developing seizures. And respiratory arrest, if you reduce fever you prevent seizures and promote child health (doing good).

In the line of beneficence, Fundamental responsibilities of nurses are

1. To promote health
2. To prevent illness

3. To restore health
4. To alleviate suffering

(ICN, 2012; Sezibera & Karugarama, 2011)

4.1.3. Non-maleficence and Justice

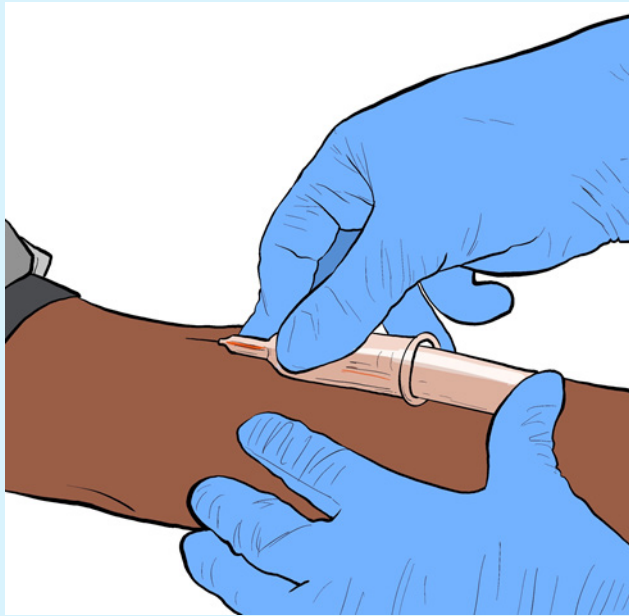
a) Non-maleficence: Maleficence refers to harm or hurt; thus no maleficence is the avoidance of harm or hurt. In health care, ethical practice involves not only the will to do good, but the equal commitment to do no harm to the client. The health care professional tries to balance the risks and benefits of care while striving at the same time to do the least harm possible. The nurse must weigh the harm against the expected benefit and avoiding deliberate, risk of harm that occurs during the performance of nursing actions.

Non-maleficence is a principle which holds that no intentional or predictable harm or injury should be charged against a person, either through acts of commission or omission. The concept of intention is important in an understanding of non-maleficence. It holds that if a person intended to not harm first, but the end result was harmful, he/she did not act immoral. Non-maleficence is also intentionally refraining from actions that contribute to harm (Beauchamp & Childress, 2013; Purtilo & Doherty, 2016)

b) Justice: justice refers to fairness. Most often used in discussions about access to health care resources, including the just distribution of resources. Justice is the promotion of equity or fairness in every situation a nurse encounters. Care must be fairly, justly, and equitably distributed among a group of patients as it can be compared to fair distribution of goods in the society

Self-assessment 4.1

Mr.K. is a senior nurse working in Internal Medicine unit for more than 15 years. He has acquired experience in caring different clients suffering for different pathologies. A client suffering for hemiplegia (paralysis of one side of the body) was admitted for further investigations and better management of hemiplegia. The blood sample for laboratory investigations must be withdrawn, the client gives consent for procedures but don't consents for urinary catheter as she has urinary incontinence. While the nurse has inserted a catheter in the vein, the phone rings and takes it, the catheter drains the blood in bed and when he resumes the procedure, the catheter was no longer draining out blood. The client refuse to be punctured again and complain to the in charge of Unit about being not being well cared by the nurse



1. Enumerate the ethical principles what were not respected
2. How can we qualify the behaviour of the nurse in the above scenario
3. Was the urinary catheter necessary for the client? If yes, how can we proceed to convince the client?

4.2. Ethical issues in nursing profession

Learning activity 4.2



Mrs N. a 50 years old male patient is admitted in surgical ward for post operative care, he has a body temperature of 37.4 Celsius degrees, a heart rate of 96beats per minute, SO₂ of 98% and blood pressure of 102/62 mmHg. He undergone an operation for removal of appendix which was infected and the surgical procedure was successful. However, this patient has no health insurance, he was treated due to the emergency situation and currently, the social agent discovered that he is not able to pay for the surgical intervention as well as for other medicines and procedures required after the operation.

- 1) What principle is challenged for that patient?
- 2) How can a nurse will intervene to respond to the needs of that patient without compromising to the financial policy of the health care institution?

Ethics are essential to the integrity of the nursing profession as it helps ensure better patient care. Nursing is a highly fast-paced job with new challenges arising daily and nurse managers across the country all dealing with similar ethical dilemmas. Many of these situations are rooted in protecting patients' rights, adequate staffing, advanced decision-making, and quality patient care.

- **Informed Consent**

Informed consent can sometimes be an ethical battle for nurses. There is a concern as sometimes patients do not feel comfortable asking questions and giving consent without fully realizing the implications of their treatment. If patients feel supported and trust their doctors and nurses, they are more likely to follow a treatment plan and experience better outcomes. Nurses should ensure that patients fully understand all the facets of their treatment plans. The details include knowing all the risks

and the layout of how a procedure will take place or how certain medications and treatments will affect them. Therefore, healthcare workers should take every measure to assure their patients understand the treatment plan to obtain informed consent securely.

- **Protecting Patient Privacy and Confidentiality**

Patient privacy and confidentiality are significant ethical issues faced by nurses. If not done correctly, this can have legal ramifications and result in severe consequences for healthcare professionals. Although nurses must protect their patient's rights and act in their best interest, they are still obligated to respect patient autonomy. Patient autonomy, the right of patients to independently make decisions about their care based on personal or cultural belief systems, is a prime principle of nursing and should be respected by all healthcare professionals. With patient autonomy, patients have the right to refuse medications, treatments, or procedures. Although this may conflict with suggestions made by nurses and doctors, nurses will still have to respect this decision and operate accordingly.

- **Shared Patient Decision-Making**

Shared decision-making is a far more ethical approach to patient care than years ago when healthcare professionals fully controlled patient treatment. Shared patient decision-making extends patient autonomy where patients and healthcare professionals work together to make the best decision possible regarding patient care. With shared decision-making, patients and healthcare professionals have open conversations about a patient's background, values, beliefs, and culture, building a trusting relationship between patient and doctor. A good relationship will facilitate nurses and healthcare professionals to get patients to communicate and cooperate properly. When patients are actively involved in decision-making, they are more likely to be satisfied with their care and trust the doctor's treatment plans.

- **Addressing Advanced Care Planning**

Advanced care planning is always a difficult conversation for healthcare professionals to have, predominately when end-of-life care conversations surround it. These conversations are between patients and doctors when they need to make plans for their future health care if they pass away or are left too ill to make their own decisions. Patients will explore, discuss, and document their personal preferences regarding their healthcare. This process helps them identify their personal goals and values about future medical treatment. They also will share who they would like to make decisions on their health care if they can't make decisions for themselves. For example, an issue might be if a patient has asked not to be on a ventilator, but their immediate family demands. Despite the problematic scenario, nurses must put the needs and wants of patients first, especially in end-of-life care.

- **Inadequate resources and staffing**

When medical facilities have scarce resources, patients are at risk of not receiving proper care leaving nurses to make difficult decisions. Hard decisions may also need to be made when facilities are faced with inadequate staffing levels. When there is not enough staff for patients, nurses do not have the time to do everything needed for each patient. Patient needs can include recovery times or even addressing the patient's emotional and physical needs. A nurses' moral obligations to patients are compromised due to work restraints and stress overload. They are left with mental struggles trying to decipher where they should focus their priorities.

Self-assessment 4.2

1. What are the 5 common ethical issues in nursing practice?
2. Explain any possible 4 factors that may originate a conflict of interest may occur in nursing practice.
3. What should nurse do in case conflicts are occurring in healthcare?

4.3. Health System and Ethical Challenges

Learning activity 4.3



Mrs.T. aged 68 years old is admitted in Accident and Emergency unit ward for pulmonary oedema and presents respiratory distress with dyspnoea SO2 65 % and is in unconscious status. Mr C. the nurse on the shift has no enough bed and is obliged to put the patient near the other patient who was treated from Covid 19 and tested negative with rapid test but yet the final result from a confirming test is not yet found and is waited in two hours.

- 1) What are the ethical issues presented in this situation G.?
- 2) Relate the ethical issue with the ethical principle challenged in this case?

a) Health system challenges

Health system policies or challenges can sometimes contribute to situations of ethical challenges

Examples:

- Shortage of healthcare professionals
- Large number of patients
- Health insurance payment structure: patients' lack of health insurance or money, delays in payments to hospital
- Inequity in distribution of equipment and materials, etc.

b) Challenges and Emerging Health Systems Issues in Rwanda

- Insufficiency of trained health care providers
- Lack of integration and accessibility of NCDs services at all levels of the healthcare system,
- Specialized NCDs services,
- High NCDs costs and lack of funds mobilization frameworks at global, regional and national levels,
- Lack of basic equipment and specialized infrastructure for NCDs,
- Essential drugs and advanced NCDs treatment, and
- Lack of proper NCDs data management

All of them they can indirectly contribute to ethical challenges (Yiika Sejdiu, 2018)

c) Dealing with Ethical Issues in Nursing

Every nurse should become familiar with the Code of Ethics for Nurses. The hospital's ethics committee, the hospital code of conduct or a variety of educational resources. Some organizations have an ethics consultation service whose members assist staff to discuss about any ethical issue that occurs." Also, having a diverse group of nurses allows an environment where conversations on ethical issues occur

within their units. These open dialogues will benefit the patients as they feel more welcomed and recognized by their hospital staff. Example: Another ethical dilemma for nurses is the refusal of medication and vaccinations from patients and their family members. Vaccinations often become a high debate, especially when addressing childhood vaccinations. Although it is a parent's right to refuse immunization for their child, healthcare professionals must share the health risks this poses for the future of their child's health. Nurses must provide them with accurate information while also respecting boundaries.

MORAL model to address ethical issues

Usually, the MORAL model is used likely the easiest model to use in everyday clinical practice site, consisting of similar constructs as the nursing process, the MORAL model has five steps:

- 1) Massage the ethical issue: develop a full understanding of the ethical conflict and gather information about the situation
- 2) Outline the options
- 3) Resolve the ethical issue
- 4) Act by applying the chosen option,
- 5) Look back and evaluate.

Health policy concerns the choices that a society or a part of society makes in regard to the health and welfare of its citizens. Nurses are frequently involved in health policy issues in everyday clinical settings.

E.g.: Insufficiency of nursing staff, limited prescription authority legalized abortion

Moral distress, defined as a painful state of imbalance seen when nurses make a moral decision but are unable to implement the decision because of real or perceived institutional constraints, can be positively addressed in the workplace.

E.g.: patient who missed the oxygen due to high demands in period of COVID -19.

Self-assessment 4.3

- 1) What are the challenges occurring in health system that may lead to ethical challenges in nursing?
- 2) Provide 5 examples of issues in health system occurring in Rwanda

4.4. End unit assessment

End unit assessment

A. MULTIPLE CHOICE QUESTIONS

1. The essence of doing justice refers to One among the following
 - a. Giving money to poor patients for buying drugs
 - b. Provide appropriate care without discrimination
 - c. Identify particular cases for social support
 - d. Bring to court the nurses who are unethical
2. The no maleficence principle is applied in One among the following actions
 - a. Avoid to give injection for not harming the patient
 - b. Check and verify the correct drug and dose before injection
 - c. Avoid to report a nurse who is unethical to the patient
 - d. Hiding the patient who is vulnerable to the drug abuse
3. The ethical issues are raised due to which among the following situations
 - a. Insufficient staff in nursing
 - b. Lack of support for professional development
 - c. Difficulties in Health system policy
 - d. All of the above
4. Ethical dilemma refers to one among the following
 - a. Informed consent
 - b. Disclosure of medical conditions
 - c. Incompetence among peers
 - d. All of the above
5. The principle of beneficence refers to One among the following nursing activities
 - a. Communicate effectively and friendly to the colleagues
 - b. Performs the nursing care to the assigned patients
 - c. Provide support when the number of nursing staff is not sufficient
 - d. All of the above
6. The following actions are not respecting the principle of No maleficence Except
 - a. Absenteeism

- b. Reporting to the doctor when there is error on the drug prescription of the patient
 - c. Injecting the wrong dose to the patient
 - d. Not documenting the data examined on the patient's file
7. The principle of autonomy is applied in which One of the following situations?
- a. Provide health education
 - b. Ensure patient privacy
 - c. Explain the informed consent form
 - d. Provide the drug prescribed
8. Among the following reasons, One is Most appropriate to justify why nurses should respect clients
- a. Respect the culture
 - b. Religious customs
 - c. Inspire trust from the client and the public
 - d. Practice citizenship

B. SHORT ANSWER QUESTIONS

1. Define ethical issue in nursing?
2. Illustrate with an example an ethical issue
3. The challenges occurring in health system that may lead to ethical challenges in nursing?

C. Additional activities

1. Remedial activities

1. Explain briefly the meaning of ethics in health care
2. Enumerate 4 qualities / traits of good health professional that you would like to see on the nurse who is caring a friend of yours
3. What are the primary moral principles of nursing practice?

2. Consolidation activities

- a. According to what you have observed in health institution in which you have been or what you have heard in discussing with your colleagues, What must be the causes of unethical behaviour?
- b. As a student in the program of associate nurse, after learning the ethical issues which may arise during provision of nursing care, identify at least 4 common ethical issues which may occur in working place.

3. **Extended activity:** You are working in health centre receiving clients suffering for different health problems which you have adults, middle ages clients and under 15 years clients and you haven't sufficient desk to give a seat to everyone

- a) Which clients are you going to select and according more respect?
- b) What can you do to improve the working environment and the wellbeing of clients?
- c) Which nurse's value are you going to promote

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