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# INTRODUCTION

This Standards of Practice for Registered Nurses and Midwives has been developed for nurses and midwives under the Department of Nursing Services, Ministry of Health, Brunei Darussalam. It presents an overall framework for the care and services provided to clients. The Standards of Practice describes in broad term the professional expectation for registered nurses and midwives and apply to all registered nurses and midwives in the clinical practice, managerial, educational (preceptor and mentor) and research positions in Brunei Darussalam.

The Standards of Practice for Registered Nurses and Midwives has eight (8) broad standard statements, a description of the statement and indicators that illustrate how the standard may be demonstrated. To help all registered nurses and midwives apply the standards, there are indicators explained for each position.

The eight (8) standards are interrelated and of equal importance and an indicator used to illustrate one standard may also demonstrate the application of other standards. However, the indicators used in this document, are by no means a complete list, or do they apply to registered nurses and midwives at all times.

Director of Nursing Services  
Ministry of Health  
Brunei Darussalam

# Standards of Practice for Registered Nurses and Midwives

## Definition

This is an authoritative statement that sets out legal and professional basis of nursing knowledge, skills, judgment and attitudes needed for safe practice.

## Significance

- ☞ Advances and innovations in medicine have increased the complexity in the Health Care Delivery System requiring registered nurses and midwives to keep abreast with challenges in providing safe and quality care.
- ☞ The setting of standard will ensure registered nurses and midwives' accountability in assessing, planning implementing and evaluating care within the defined scope of their profession.
- ☞ The standard will ensure that registered nurses and midwives are responsible and accountable for upholding, interpreting, disseminating and developing these standards.

## Purpose

- ☞ Act as a performance criterion to provide client focused care with no exposure to risk/harm.
- ☞ Use as a guide for evaluating registered nurses and midwives performance.
- ☞ Use as a legal reference for reasonable and prudent practice.
- ☞ Provide guidelines for registered nurse and midwife administrators to plan, support and facilitate safe, competent and ethical nursing and midwifery practice.
- ☞ Provide guidelines in setting objectives for registered nurses and midwives educational programs.
- ☞ Encourage researcher to explore, validate and improve nursing and midwifery practices.

# Four (4) Major Roles of Registered Nurses & Midwives

Four major roles have been identified within the nursing and midwifery profession:

## **Clinical Nurse & Midwife**

*Refers to a registered nurse and midwife with professional knowledge, skills and clinical experience which enables him/her to formulate nursing and midwifery diagnosis and , its nursing and midwifery management either independently or as a part of a health care team effectively. This is a fundamental role which requires a registered nurse and midwife to work within his/her defined professional scope of practice.*

## **Manager**

*Refers to a registered nurse and midwife who is given the responsibility to plan, organize, direct, coordinate and supervise the delivery of health care in a competent manner.*

## **Preceptor & Mentor**

*Refers to a registered nurse and midwife professional knowledge, clinical skills and experience who educate and guide all level of nurses and midwives including nursing and midwifery students in his/her areas of clinical practice towards achieving nursing and midwifery competency.*

## **Researcher**

*Refers to a registered nurse and midwife who conducts, disseminates and utilizes research to advance nursing and midwifery profession.*

# STANDARD OF PRACTICE 1 : RESPONSIBILITY AND ACCOUNTABILITY

Registered nurses and midwives are responsible and accountable for their actions in nursing and midwifery practice. They shall demonstrate the standard by :

<b>ROLES</b>	<b>INDICATORS</b>
<b>Clinical Nurse &amp; Midwife</b>	<ul style="list-style-type: none"> <li>▪ providing safe and competent care to their clients consistent with standards of practice, guidelines and legislation laid down by the Nursing Board for Brunei;</li> <li>▪ performing skillfully and competently all learned procedures without supervision;</li> <li>▪ seeking advice and supervision of a more competent registered nurse and midwife when the care required is beyond his/her own level of competence;</li> <li>▪ admitting responsibility for errors of any accidental events and taking immediate and appropriate actions to maintain client safety and credibility of own practice;</li> <li>▪ reporting to the appropriate authority any member of the health team whom actions/behaviours towards client are unsafe and unprofessional;</li> <li>▪ advocating and promote quality care for client at all times;</li> <li>▪ prioritizing care according to client's needs;</li> <li>▪ acknowledging client's value, dignity and individuality in providing holistic care.</li> </ul>

<p style="text-align: center;"><b>Manager</b></p>	<ul style="list-style-type: none"> <li>▪ ensuring necessary logistics are made available at workplace to facilitate caring;</li> <li>▪ ensuring systems allowing decision-making at staff level are in the best of client's needs and professional practice;</li> <li>▪ supporting and monitoring staff to render standard in providing holistic quality care;</li> <li>▪ creating and fostering conducive environment that encourages continuous learning;</li> <li>▪ participating and assisting in updating any relevant procedures and guidelines based on evidence-based practice;</li> <li>▪ ensuring compliance to regulatory and professional needs are met;</li> <li>▪ establishing and inculcating collaborative interdisciplinary relationship throughout the organization.</li> </ul>
<p style="text-align: center;"><b>Preceptor &amp; Mentor</b></p>	<ul style="list-style-type: none"> <li>▪ ensuring learners are guided and supervised accordingly in providing safe and quality care;</li> <li>▪ facilitating other nurses and midwives in acquiring new knowledge and skills in evidence-based practice;</li> <li>▪ assisting in evaluating and updating policies and standards of practice;</li> <li>▪ providing and supporting the standard of nursing and midwives education;</li> <li>▪ planning, organizing, co-coordinating and evaluating learning activities in practice;</li> <li>▪ supervising them with constructive feedback on their achievement;</li> <li>▪ providing and promoting learning environment that support advocacy.</li> </ul>

**Researcher**

- ensuring the safety and well-being of the client remains top priority in the process of search for knowledge;
- reviewing available research findings to determine its applicability in area of work;
- fostering a positive attitude in research undertaking among registered nurses and midwives;
- supporting registered nurses and midwives researchers in the utilization of research findings;
- disseminating the research findings through presentation, publication, meeting and workshop to appropriate decision-maker;
- identifying appropriate research problems that potentially contribute to current body of nursing and midwifery knowledge and practice;
- maintaining confidentiality and ethical values of the research subject;
- serving as a preceptor and mentor to a new registered nursing and midwifery researcher;
- ensuring the safety of and well-being of the clients;
- remaining top priority in the quest of knowledge;
- reviewing available research findings to determine its applicability in area of work.

## STANDARD OF PRACTICE 2 : CONTINUING COMPETENCE

Registered nurses and midwives enhance their competence and knowledge by participating continuously in continuing nursing and midwifery education and quality assurance programs. They shall demonstrate the standard by :

<b>ROLES</b>	<b>INDICATORS</b>
<b>Clinical Nurse &amp; Midwife</b>	<ul style="list-style-type: none"> <li>▪ assuming responsibility for self professional development and sharing knowledge with others;</li> <li>▪ investing time, effort and other resources in updating knowledge and skills to remain current with practice;</li> <li>▪ reflecting critically on their nursing and midwifery actions to re-plan and improve care outcomes;</li> <li>▪ promoting and participating in safe quality practice to maintain competency at workplace;</li> <li>▪ incorporating appropriate research-based findings and outcomes into practice;</li> <li>▪ continually seeking and utilizing clients' response and feedback to meet their' expectation and satisfaction.</li> </ul>
<b>Manager</b>	<ul style="list-style-type: none"> <li>▪ incorporating reflective practice in improving the healthcare system;</li> <li>▪ supporting and guiding nurses and midwives in carrying out reflective nursing care;</li> <li>▪ encouraging and ensuring nurses and midwives to actively participate in ongoing learning;</li> <li>▪ assessing consistently competency skills through clinical nursing and midwifery audit;</li> <li>▪ promoting a practice environment that support continuous professional development;</li> </ul>



	<ul style="list-style-type: none"> <li>▪ proactively assessing and evaluating quality improvement through clients' input related to nursing and midwifery care rendered.</li> </ul>
<p style="text-align: center;"><b>Preceptor &amp; Mentor</b></p>	<ul style="list-style-type: none"> <li>▪ facilitating the newly qualified nurses and midwives level of competence progression to meet their learning needs;</li> <li>▪ planning and implementing activities that enhance nursing and midwifery practice;</li> <li>▪ supporting and encouraging learners to engage in continuous learning and reflective practice;</li> <li>▪ role-modeling as a catalyst in the process of lifelong self-directed learning;</li> <li>▪ promoting a conducive learning environment that support continuous professional development for competence nursing and midwifery practice.</li> </ul>
<p style="text-align: center;"><b>Researcher</b></p>	<ul style="list-style-type: none"> <li>▪ reviewing and critiquing research findings to determine the applicability in local setting;</li> <li>▪ disseminating the appropriate research findings to nurses, midwives and learners;</li> <li>▪ reviewing the outcomes of practice based on research findings.</li> <li>▪ promoting an environment that support practice and research;</li> <li>▪ continually generating new knowledge that underpins evidence-based practice.</li> </ul>

## STANDARD OF PRACTICE 3 : ETHICAL PRACTICE

Registered nurses and midwives promote and uphold ethical values and beliefs that meet the clients' needs and expectations. They shall demonstrate the standard by :

<b>ROLES</b>	<b>INDICATORS</b>
<b>Clinical Nurse &amp; Midwife</b>	<ul style="list-style-type: none"> <li>▪ identifying personal values that are not conflicting with professional conduct and practice;</li> <li>▪ complying to ethical practice of nursing and midwifery in promoting clients' trust according to the regulatory guidelines as stipulated in the Nurses Registration Act 1961 and Midwives Act 1955, Laws of Brunei Darussalam.</li> <li>▪ respecting the multicultural clients' dignity, values and beliefs;</li> <li>▪ maintaining confidentiality on matters relating to clients' care;</li> <li>▪ carrying out appropriate nursing actions to prevent any untoward complications on clients;</li> <li>▪ avoiding from malpractices in the implementation of client's care;</li> <li>▪ seeking informed consent either written or verbal before any procedures.</li> </ul>
<b>Manager</b>	<ul style="list-style-type: none"> <li>▪ establishing resources and systems in resolving ethical issues;</li> <li>▪ creating and supporting conducive environment to promote safe and ethical practice;</li> <li>▪ supporting nurses and midwives to develop skills in managing ethical issues;</li> </ul>

	<ul style="list-style-type: none"> <li>▪ advocating all matters related to clients' ethical values.</li> </ul>
<p style="text-align: center;"><b>Preceptor &amp; Mentor</b></p>	<ul style="list-style-type: none"> <li>▪ encouraging and supporting critical thinking on ethical issues;</li> <li>▪ assisting and facilitating nurses, midwives and learners to identify resources in resolving ethical issues;</li> <li>▪ observing and practicing in accordance with the concepts of Malay Islamic Monarchy or <i>Melayu Islam Beraja (MIB)</i> values;</li> <li>▪ providing and promoting learning environment that support advocacy;</li> </ul>
<p style="text-align: center;"><b>Researcher</b></p>	<ul style="list-style-type: none"> <li>▪ ensuring the research participants receive necessary information to make informed consent;</li> <li>▪ advocating and ensuring for registered nurse and midwifery representation on Ethical Review Boards;</li> <li>▪ involving in reviewing all related ethical issues in research;</li> <li>▪ determining ethical guidelines are adhered to in protecting research participants;</li> <li>▪ ensuring no harm to research subjects;</li> <li>▪ ensuring the research project benefit healthcare professionals, participants and society in general;</li> <li>▪ building trust between researchers and participants;</li> <li>▪ recognizing the research subject or participants have a right to withdraw from any study;</li> <li>▪ respecting confidentiality of gathered information from and on research subjects.</li> </ul>

## STANDARD OF PRACTICE 4 : KNOWLEDGE

Registered nurses and midwives possess the basic education and current knowledge relevant to their professional practice. They shall demonstrate the standard by :

<b>ROLES</b>	<b>INDICATORS</b>
<b>Clinical Nurse &amp; Midwife</b>	<ul style="list-style-type: none"> <li>▪ recognizing the importance of seeking applicable learning resources to their practice;</li> <li>▪ acquiring knowledge of bio-psychosocial and cultural background to meet the health needs of clients;</li> <li>▪ understanding the objectives of various nursing and midwifery roles and their relationship to health care delivery system;</li> <li>▪ understanding the legislation and standard of practice;</li> <li>▪ recognizing the importance of a conducive environment for professional practice at the workplace;</li> <li>▪ promoting and disseminating nursing and midwifery research findings, knowledge on health sciences and related disciplines in nursing and midwifery practice;</li> <li>▪ making decisions based on learning theories and evidence-based rationale;</li> <li>▪ contributing information to professional knowledge through evidence-based research findings.</li> </ul>
<b>Manager</b>	<ul style="list-style-type: none"> <li>▪ fostering professional growth and practice;</li> <li>▪ encouraging and facilitating nurses and midwives to keep abreast with updated knowledge;</li> </ul>

	<ul style="list-style-type: none"> <li>▪ enabling nurses and midwives access to various resources in providing quality care;</li> <li>▪ applying the recommended research findings into practice;</li> <li>▪ observing and reporting the outcomes of research related care;</li> <li>▪ promoting a practice environment that supports continual professional development and improvement in nursing and midwifery practice;</li> <li>▪ demonstrating the necessary communication skills in practice environment.</li> </ul>
<p style="text-align: center;"><b>Preceptor &amp; Mentor</b></p>	<ul style="list-style-type: none"> <li>▪ developing knowledge and skills of teaching-learning theories and practices;</li> <li>▪ competently disseminating professional information to nurses and midwives;</li> <li>▪ promoting a positive environment that facilitates questioning and learning;</li> <li>▪ possessing appropriate knowledge and professional expertise in relation to clients' health education.</li> </ul>
<p style="text-align: center;"><b>Researcher</b></p>	<ul style="list-style-type: none"> <li>▪ determining research methods used are relevant to local nursing and midwifery practice;</li> <li>▪ selecting appropriate resources such as related publication and reliable database to answer research questions when sharing knowledge among nurses and midwives;</li> <li>▪ evaluating research findings critically and disseminating for appropriate application;</li> <li>▪ proactively monitoring the outcomes of the research utilization related care.</li> </ul>

## STANDARD OF PRACTICE 5 : EVIDENCE-BASED PRACTICE

Registered nurses and midwives continually strive to acquire knowledge, skills and judgment underpinning with evidence-based practice. They shall demonstrate the standard by :

<b>ROLES</b>	<b>INDICATORS</b>
<b>Clinical Nurse &amp; Midwife</b>	<ul style="list-style-type: none"> <li>▪ assessing the health needs of client using a theory framework or evidence-based practice;</li> <li>▪ planning care that addresses clients' needs appropriately;</li> <li>▪ implementing appropriate clinical interventions in accordance with institutional policies and procedures;</li> <li>▪ evaluating the clients' responses to care and modifying the plan of care as necessary;</li> <li>▪ recognizing own limitation in practice and initiate appropriate consultation and assistance;</li> <li>▪ documenting accurately the assessment, plan of care, clinical interventions and outcomes of client's progress;</li> <li>▪ reflecting critically on issues related to nursing and midwifery practice;</li> <li>▪ implement appropriate research findings or quality improvement audit into practice.</li> </ul>

<p><b>Manager</b></p>	<ul style="list-style-type: none"> <li>▪ enhancing an effective communication system to support quality service;</li> <li>▪ maintaining an environment that support quality nursing and midwifery practice and research;</li> <li>▪ applying current nursing and midwifery knowledge and research findings into practice.</li> </ul>
<p><b>Preceptor &amp; Mentor</b></p>	<ul style="list-style-type: none"> <li>▪ creating a conducive environment to encourage learning;</li> <li>▪ providing a flexible, relevant and motivating educational opportunities;</li> <li>▪ evaluating educational achievements within realistic learning objectives;</li> <li>▪ critically analyzing and evaluating nursing and midwifery practice to meet the set standard.</li> </ul>
<p><b>Researcher</b></p>	<ul style="list-style-type: none"> <li>▪ creating awareness of research findings to practice;</li> <li>▪ analyzing the current research findings in relation to practice;</li> <li>▪ evaluating nursing and midwifery practice through research process;</li> <li>▪ facilitating other members involved in the research process;</li> <li>▪ communicating research findings to decision-makers and appropriate authority;</li> <li>▪ contributing and promoting the application of research findings to practice;</li> <li>▪ securing resources to help exploring nursing and midwifery research.</li> </ul>

## STANDARD OF PRACTICE 6 : LEADERSHIP

Registered nurses and midwives in a leadership role demonstrate the standard by supporting and motivating members to satisfactorily achieve the organization’s goal. They shall demonstrate the standard by :

<b>ROLES</b>	<b>INDICATORS</b>
<b>Clinical Nurse &amp; Midwife</b>	<ul style="list-style-type: none"> <li>▪ role-modeling professional values, beliefs and attributes pertaining to leadership qualities;</li> <li>▪ advocating for clients, the workplace and the profession;</li> <li>▪ providing direction to help collaborate knowledge and expertise with nurses and midwives;</li> <li>▪ developing innovative solutions to help resolve conflict arising from practice issues at workplace;</li> <li>▪ participating proactively in nursing and midwifery activities and other committees;</li> <li>▪ motivating and inspiring nurses and midwives to achieve organization’s goal.</li> </ul>
<b>Manager</b>	<ul style="list-style-type: none"> <li>▪ recognizing goals that reflect vision and mission of the Department of Nursing Services;</li> <li>▪ creating opportunities for registered nurses and midwives in decision-making and assuming leadership roles;</li> <li>▪ guiding and providing feedback on nursing and midwifery projects and issues at individual and organizational level;</li> <li>▪ coordinating and supervising the implementation of nursing and midwifery care to the clients;</li> </ul>



	<ul style="list-style-type: none"> <li>▪ ensuring the implementation of Client Charter or <i>Tekad Pemedulian Orang Ramai</i> (TPOR);</li> <li>▪ supporting registered nurses and midwives in identifying and analyzing work-related problems through Quality Control Circle.</li> </ul>
<p style="text-align: center;"><b>Preceptor &amp; Mentor</b></p>	<ul style="list-style-type: none"> <li>▪ role-modeling the clinical expertise and leadership qualities;</li> <li>▪ empowering nurses and midwives to develop expertise and confidence in their practice;</li> <li>▪ providing professional and educational advice that benefits health care team and clients.</li> </ul>
<p style="text-align: center;"><b>Researcher</b></p>	<ul style="list-style-type: none"> <li>▪ promoting registered nurses' and midwives' proactive involvement in nursing research;</li> <li>▪ educating staff about research process;</li> <li>▪ disseminating nursing and midwifery research findings to improve and validate professional practice;</li> <li>▪ using research findings in the development of policies, procedures and guidelines for client's care;</li> <li>▪ supporting other researchers in the implementation of research utilization;</li> <li>▪ instilling confidence to conduct basic research;</li> <li>▪ advocating registered nurse and midwife representation to research review committees.</li> </ul>

## STANDARD OF PRACTICE 7 : THERAPEUTIC PROFESSIONAL RELATIONSHIP

Registered nurses and midwives establish therapeutic professional relationships with clients and advocate for the clients in their relationship with the health care system. They shall demonstrate the standard by :

<b>ROLES</b>	<b>INDICATORS</b>
<b>Clinical Nurse &amp; Midwife</b>	<ul style="list-style-type: none"> <li>▪ ensuring clients’ needs remain the focus of the nurse and midwife-client relationship;</li> <li>▪ portraying respect, empathy and genuine interest of clients;</li> <li>▪ developing collaborative partnership with client/s and educating them to help in improving their health status;</li> <li>▪ preventing and taking action to stop all forms of abuse towards client;</li> <li>▪ using a wide range of communication and interpersonal skills in establishing and maintaining collegial relationship to achieve quality care;</li> <li>▪ respecting each others’ roles, knowledge, expertise and unique contributions of the health care team;</li> <li>▪ developing network to share knowledge with colleagues and members of health care team related to best practices;</li> <li>▪ sharing knowledge with others and providing feedback on clients’ progress to promote best possible outcomes for clients;</li> <li>▪ developing and maintaining a collaborative relationship with other health care professional to ensure continuity of care across disciplines;</li> <li>▪ demonstrating effective conflict-resolution skills.</li> </ul>

<p><b>Manager</b></p>	<ul style="list-style-type: none"> <li>▪ ensuring conducive work environment to promote trust and respect among health professionals;</li> <li>▪ fostering a safe environment for nurses, midwives and clients comfort;</li> <li>▪ supporting the therapeutic nurse and midwife - client and professional relationships for positive interaction;</li> <li>▪ advocating and ensuring the systems are in place to enhance therapeutic and professional relationships at workplace;</li> <li>▪ using relevant information to ensure that resources are used efficiently in maintaining client's safety;</li> <li>▪ validating the system's efficacy in resolving and managing conflict.</li> </ul>
<p><b>Preceptor &amp; Mentor</b></p>	<ul style="list-style-type: none"> <li>▪ supporting the integration of therapeutic professional relationships with work related issues;</li> <li>▪ role-modeling therapeutic nurse and midwife-client professional relationships;</li> <li>▪ implementing educational activities that support the establishment of professional therapeutic relationship;</li> <li>▪ developing effective partnership with other allied health professional;</li> <li>▪ facilitating nurses and midwives to possess conflict-resolution skills to address unethical, unprofessional or unsafe behaviour at workplace.</li> </ul>

<b>Researcher</b>	<ul style="list-style-type: none"><li>▪ disseminating to team members the evidence - based practice pertaining to caring and therapeutic relationships;</li><li>▪ supporting and facilitating registered nurses and midwives to participate in research studies;</li><li>▪ reviewing standard to conform with standards and guidelines;</li><li>▪ participating in quality improvement activities through appropriate methods;</li><li>▪ respecting an individual or group decision through communication with other members of the interdisciplinary health care team;</li><li>▪ managing client's through partnership with other disciplines;</li><li>▪ sharing research activities with other researchers.</li></ul>
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## STANDARD OF PRACTICE 8 : PROFESSIONAL DEVELOPMENT

Registered nurses and midwives contribute to professional development in meeting the changing needs of the clients and upholding the professional image. They shall demonstrate the standard by :

<b>ROLES</b>	<b>INDICATORS</b>
<b>Clinical Nurse &amp; Midwife</b>	<ul style="list-style-type: none"> <li>▪ sharing knowledge, skills and experience with team members through continuing training programs for the benefits of the clients;</li> <li>▪ participating in relevant continuing education programs to keep abreast with professional advancement;</li> <li>▪ participating in research and practicing evidence-based care;</li> <li>▪ contributing professional inputs related to nursing and midwifery health policies and practices benefiting community projects;</li> <li>▪ portraying and upholding professional image of the profession at all times.</li> </ul>
<b>Manager</b>	<ul style="list-style-type: none"> <li>▪ supporting and promoting a conducive learning environment to ensure sharing of knowledge, skills and experiences;</li> <li>▪ encouraging nurses and midwives to participate in continuing education activities related to professional growth;</li> <li>▪ supporting research and ensuring the utilization of the evidence-based practice;</li> </ul>

<p><b>Manager</b></p>	<ul style="list-style-type: none"> <li>▪ support and promoting improvement in self professional development to enhance skills, motivation and confidence in line with lifelong learning;</li> <li>▪ acknowledging and encouraging nursing and midwifery activities and community projects related to professional growth.</li> </ul>
<p><b>Preceptor &amp; Mentor</b></p>	<ul style="list-style-type: none"> <li>▪ reinforcing the integration of research into continuing education programs in developing nurses and midwives to be more proactive to evidence-based practice;</li> <li>▪ disseminating various information on professional standards to nurses and midwives;</li> <li>▪ empowering nurses and midwives to develop knowledge, skills and judgment in professional advancement;</li> <li>▪ developing their own knowledge, skills and attitudes, either formal or informal through self-directed learning.</li> </ul>
<p><b>Researcher</b></p>	<ul style="list-style-type: none"> <li>▪ motivating nurses and midwives to participate in research to improve quality care;</li> <li>▪ supporting and facilitating nurses and midwives to participate in research activities;</li> <li>▪ identifying clinical problems suitable for research purposes;</li> <li>▪ continually striving to enhance knowledge, skills and attitudes through participation in research studies.</li> </ul>

# Glossary of Terms

## **Accountability**

The state of being answerable for one's decisions and actions. Accountability cannot be delegated.

## **Advocate**

Speaking on behalf of another, in circumstances where patients are unable to represent themselves, their needs, wishes, values and choices.

## **Analyze**

Consider it carefully or use statistical methods in order to fully understand it.

## **Appropriate authority**

A person or body having the power or right to enforce obedience.

## **Assessment**

A systematic and continuous collection, organization, validation and documentation of data.

## **Attribute**

A quality or feature that someone or something has.

## **Authoritative**

Someone or something that is authoritative gives an impression of power and importance and is likely to be obeyed.

## **Bio-psychosocial**

A general model or approach suggesting that biological, psychological (which include thoughts, emotions, and behaviour), and social factors all play a significant role in human functioning in the context of disease or illness.

## **Catalyst**

A person or thing that precipitates an event of change.

## **Client**

An individual, family and community who seeks or receives professional care or advice from a nurse or midwife.

## **Client Charter or *Tekad Pemedulian Orang Ramai (TPOR)***

A written statement or pledge which sets the standards of services or product for any given government service for the general public.

**Collaborative**

To work together especially in a joint intellectual effort.

**Collegial**

Characterized by the collective responsibility shared by each of a group of colleagues with minimal supervision from above.

**Competence**

The combination of skills, knowledge, attitudes, values and abilities that underpin effective performance in a professional with similar background and experience.

**Conducive**

Tending to produce; contribute, help; favour

**Conduct**

The way a person acts, especially from the standpoint of morality and ethics.

**Confidentiality**

The ethical principle or legal right that a health professional will hold secret all information relating to a patient, unless the patient gives consent permitting disclosure.

**Conflict**

Incompatibility or interference, as of one idea, desire, event, or activity with another.

**Conflict resolution skills**

Having the ability to resolve a dispute or a conflict. Successful conflict resolution occurs by listening to and providing opportunities to meet each side's needs, and adequately address their interests so that they are each satisfied with the outcome.

**Critically**

Involving skillful judgment as to truth or merit.

**Database**

A structured collection of records or data that is stored in a computer system.

**Dignity**

A feeling of self-esteem and self-respect and is a basic value of nursing and midwifery practice. The nurse or midwife aims to promote, protect and advocate the dignity of those clients who are vulnerable and incapable of protecting their own interest.

**Disseminate**

Cause to become widely known/ spread widely.



**Educator**

A person who guides, instructs, trains or helps another in the process of learning knowledge, understanding, behavior or skills, including thinking skills.

**Empathy**

Identification with and understanding of another's situation, feeling and motives.

**Empower**

To give power or authority to.

**Ethical practice**

Practice in accordance with the accepted principles of right and wrong that governs the conduct of a profession. Ethics is the moral practices, beliefs and standards of an individual.

**Evidence-based practice**

Integrating individual clinical expertise with the best available clinical evidence from systemic research.

**Framework**

A particular set of rules, ideas, or beliefs which you use in order to deal with problems or to decide what to do.

**Guidelines**

A statement or other indication of policy or procedure by which to determine a course of action.

**Inculcating**

To inculcate an idea or opinion in someone's mind and teach it to them by repeating it until it is fixed in their mind.

**Indicator**

A measurement or value which gives you an idea of what something is like.

**Informed consent**

A patient's consent to a medical or surgical procedure or to participation in a clinical study after being properly advised of the relevant medical facts and the risks involved.

**Interpersonal skills**

The measure of a person's ability to operate within organizations through social communication and interactions.

**Interventions**

The act or fact of interfering so as to modify.

**Knowledge**

The fact or state of knowing, the perception of fact or truth.

**Law**

A system of social rules usually enforced through a set of structured institutions.

**Leadership**

The process of leading that refers to those entities that perform one or more acts of leading; and the ability to affect human behaviour so as to accomplish a mission designated by a leader.

**Legislation**

Consists of a law or laws passed by a government.

**Logistic**

The overall management of the way resources are moved to the areas where they are required.

**Malpractice**

Any improper, negligent practice; misconduct or misuse.

**Malay Islamic Monarchy or *Melayu Islam Beraja (MIB)***

A blend of Malay language, culture and Malay customs, the teaching of Islamic laws and values and the monarchy system which must be esteemed and practiced by all.

**Nursing Audit**

A mechanism for assessing and improving quality by promoting discussion among colleagues about care based on review on nursing practice compared against present criteria and standard.

**Plan of care**

Written guidelines for care for the individual/group to ensure continuity of care; contains the identified problems, needs, nursing diagnoses of the individual or group, expected outcomes (goals), priorities and prescribed nursing interventions.

**Proactive**

Actions are intended to cause changes, rather than just reacting to change.

**Professional development**

Skills required for maintaining a specific career path or to general skills offered through continuing education including the more general skills area of personal development. It can be seen as training to keep current with the changing technology and practices in a profession or in the concept of lifelong learning.

### **Quality Control Circle**

A small group of workers or employees usually between four to twelve, from the same work area who meet regularly every week to identify and analyze work-related problems by using Plan-Do-Check-Action (PDCA) concept, and recommend their solution to management for approval.

### **Reflective**

Persistently or morbidly thoughtful and thinking deeply about something / practice.

### **Registered Midwife**

A person licensed to practice midwifery under the relevant state or country regulation and who has completed midwifery training in an institution accredited by the Nursing Board for Brunei.

### **Registered Nurse**

A person licensed to practice nursing under the relevant state or country regulation and who has completed nursing training in a Nursing Institution accredited by the Nursing Board for Brunei.

### **Research**

Diligent and systematic inquiry or investigation into a subject in order to discover or revise facts, theories, application.

### **Research utilization**

The use of knowledge generated or substantiated through research to address and solve health problems.

### **Research review committees**

Review and approve of all research project proposals submitted by researcher.

### **Responsibility**

The obligation that an individual assumes when undertaking to carry out a delegated function. The individual who authorizes the delegated function retains accountability.

### **Role-model**

A person whose behavior, example or success can be emulated by others.

### **Scope of practice**

A terminology used by licensing boards for various healthcare-related fields that defined the procedures, actions and processes that are permitted for the licensed individual.

The scope of practice is limited to that which the individual has received education and clinical experience, and in which he/she has demonstrated competency.

**Standard**

An agreed upon level of practice that nurses and midwives should attain.

**Supervision**

The element of direction, guidance, oversight and coordination of services.

**Therapeutic**

Relating to treatment of disease or disorders by remedial agents or methods.

**Untoward**

Something happens that is unexpected and causes difficulties.

**Validate**

Something that is valid is important or serious enough to make it worth saying or doing.

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