

I. DESCRIPTION OF WORK

Positions in this class provide patient care, including performing assessment, determining diagnosis, developing treatment plans, prescribing medication, engaging in research activities, and providing training and education for a wide variety of medical conditions under the supervision of a physician. Patient care is provided in a variety of clinical settings, including hospitals, outpatient medical offices, health departments, universities, correctional facilities, etc. Nurse Practitioners may practice general medicine or specialize in a specific area of patient care.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
Positions at this level perform patient assessment, determine diagnosis, develop treatment plans, prescribe medication, engage in research activities, and provide training and education. Positions may serve as primary care providers under close supervision of a physician. They provide care for patients with commonly encountered symptoms and confer with a supervising physician regarding patients with more complex symptoms.	Positions at this level independently provide care for patients with more complex symptoms, under general supervision of a physician, conferring with a supervising physician as needed. Patient care may require working knowledge of one or more medical specialties.	Positions at this level independently provide care within a medical specialty or for specific patient populations that have more complex needs, under consulting care of a physician, and conferring with a supervising physician as needed. They may perform minor surgical procedures such as suturing lacerations, excision of skin lesions, etc.

III. COMPETENCIES

Competency	Definition
Knowledge - Technical	Knowledge of professional patient care practices and procedures, medical terminology, disease processes and body systems, pharmacology, and current clinical diagnostic procedures and treatments.
Critical Thinking	Ability to assess and diagnose patient symptoms, interpret medical and clinical information, and order diagnostic tests and procedures when indicated. Ability to prescribe and/or modify treatment plans and/or medications to meet the needs of individual patients. Ability to make accurate decisions based upon the review of patient symptoms and medical records.
Client/Customer Service	Ability to develop and maintain professional relationships with patients, their families and healthcare personnel by listening, understanding, and responding to identified needs.
Consulting/Advising	Ability to provide advice and counsel to patients, their families and healthcare personnel. Ability to communicate the basic principles of health promotion and disease prevention.
Coaching/Mentoring	Knowledge of teaching and consulting techniques. Ability to provide guidance and feedback to help patients, their families, and healthcare personnel strengthen their understanding of and/or capacity to deal with health issues.
Communication	Ability to establish and maintain effective communications with patients, their families, healthcare personnel, and others. Ability to convey information clearly and concisely either verbally or in writing regarding the disease process and level of care and services being rendered to ensure that the intended audience understands the information and the message. Ability to listen and respond appropriately to others.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL**Knowledge – Technical**

Knowledge of professional patient care practices and procedures, medical terminology, disease processes and body systems, pharmacology, and current clinical diagnostic procedures and treatments.

Contributing	Journey	Advanced
Basic knowledge of patient care practices (assessment, diagnosis, treatment, and medication.)	Working knowledge of patient care practices in one or more medical specialties requiring additional education and/or experience including, but not limited to, adult care, gerontology, neonatology, oncology, pediatrics, psychiatry, or women's health.	Full knowledge of patient care practices in one or more medical specialties or knowledge of working with special patient populations that have more complex needs.

Basic knowledge – The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

Critical Thinking

Ability to assess and diagnose patient symptoms, interpret medical and clinical information, and order diagnostic tests and procedures when indicated. Ability to prescribe and/or modify treatment plans and/or medications to meet the needs of individual patients. Ability to make accurate decisions based upon the review of patient symptoms and medical records.

Contributing	Journey	Advanced
Ability to independently implement the nursing process (assess, plan, implement, and evaluate) to meet patient needs and diagnose and determine the most appropriate course of medical treatment.	Ability to base judgments on facts and reasoning. Ability to be open-minded, organized and systematic, and inquisitive. Ability to be reflective and self-monitoring. Ability to be creative. Ability to demonstrate discernment of patient complaints.	Ability to manage complex dilemmas. Ability to anticipate, recognize and respond to potentially problematic situations.

Client/Customer Service

Ability to develop and maintain professional relationships with patients, their families and healthcare personnel by listening, understanding, and responding to identified needs.

Contributing	Journey	Advanced
Ability to demonstrate a professional and caring approach. Ability to demonstrate patience in dealing with patients and their families. Ability to coordinate referrals to specialists.	Ability to work as a team player with multi-disciplinary healthcare personnel.	Ability to anticipate the needs of patients and their families. Ability to coordinate referrals to specialists.

Consulting/Advising

Ability to provide advice and counsel to patients, their families and healthcare personnel. Ability to communicate the basic principles of health promotion and disease prevention.

Contributing	Journey	Advanced
Ability to provide patients and their families with information on disease processes, treatment, and self-care. Ability to advise healthcare personnel on patient care.	Ability to effectively advise healthcare personnel through orientation and on-the-job training.	Ability to answer questions from healthcare personnel on disease processes, diagnosis, and treatment.

Coaching/Mentoring

Knowledge of teaching and consulting techniques. Ability to provide guidance and feedback to help patients, their families, and healthcare personnel strengthen their understanding of and/or capacity to deal with health issues.

Contributing	Journey	Advanced
Ability to provide patients and their families with education on disease processes, treatment, and self-care. Ability to instruct healthcare personnel on patient care.	Ability to effectively educate healthcare personnel through orientation and on-the-job training. Ability to precept healthcare personnel on patient care and daily routines.	Ability to provide instruction to healthcare personnel on disease processes, diagnosis, and treatment.

Communication

Ability to establish and maintain effective communications with patients, their families, healthcare personnel, and others. Ability to convey information clearly and concisely either verbally or in writing regarding the disease process and level of care and services being rendered to ensure that the intended audience understands the information and the message. Ability to listen and respond appropriately to others.

Contributing	Journey	Advanced
Ability to communicate medical information to patients and their families at all levels of understanding. Ability to use interview techniques that assist the patient in describing his/her symptoms and assist in discerning the situation, using a systems approach.	Ability to communicate information to patients, families and staff in a concise and descriptive manner, verbally, in writing, or by demonstration. Ability to document subjective and objective data, action taken, and plan of care.	Knowledge of advanced communication techniques. Skill in observing behavior and mannerisms. Ability to actively listen.

V. MINIMUM TRAINING & EXPERIENCE

Licensed as a Registered Nurse by the North Carolina Board of Nursing, completion of a Nurse Practitioner program approved by the North Carolina Joint Subcommittee of the Board of Nursing and Board of Medical Examiners, and “approved to practice medical acts” by the Joint Subcommittee.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.