Minnesota Dual-Training Pipeline

Competency Model for Health Care Services

Occupation: Wound, Ostomy, Continence Nurse

**Employer Requirements**

- Medication administration
- Identify and solve problems
- Comprehensive assessment of patient health status and staging
- Evidence-based practice while using active listening skills
- Development of nursing interventions
- Wound care specific treatments for all wounds and pressure ulcers
- Resource utilization and advocating for patient care
- Accountability for the quality of care delivered and quality improvement
- Provide consultation and education to nursing units regarding care of patients with wounds, ostomies and continence problems
- Patient and family-centered care
- Nursing task delegation

**Industry-Sector Technical Competencies**

- **Informatics**
  - Knowledge of diseases that may result in an ostomy or continent diversion

- **Pharmacology and holistic care**
  - Scope of practice
  - Transient versus permanent incontinence

- **Nursing approaches to mental health**
  - Strong oral and written communications

- **Etiology, differential diagnoses, management of wounds**
  - Anatomy and physiology

**Industry-Wide Technical Competencies**

- **Health information**
- **Medical terminology**
- **Disease progression**
- **Psychology**
- **Statistics**
- **Safety systems**
- **Health care delivery**
- **Care of chronic conditions**
- **Laws and regulations**
- **Health industry ethics**

**Workplace Competencies**

- **Teamwork**
- **Customer focus**
- **Planning and organizing**
- **Problem solving and decision making**
- **Working with tools and technology**
- **Attention to detail**
- **Checking, examining and recording**
- **Workplace fundamentals**

**Academic Competencies**

- **Reading and writing**
- **Mathematics**
- **Science and technology**
- **Communication: listening and speaking**
- **Critical and analytic thinking**
- **Basic computer skills**
- **Information literacy**

**Personal Effectiveness Competencies**

- **Interpersonal skills**
- **Integrity**
- **Professionalism**
- **Career passion**
- **Initiative**
- **Dependability and reliability**
- **Adaptability and flexibility**
- **Lifelong learning**
- **Compassion and empathy**
- **Cultural humility**

Based on: Health: Allied Health Competency Model Employment and Training Administration, United States Department of Labor, December 2011.

* Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.
Competency Model for Health Care Services

Wound, Ostomy, and Continency (WOC) Nurse – Registered nurse who holds a baccalaureate degree or higher and has completed additional education focused on wounds, ostomies, and/or continence care.

Occupation-Specific Competencies*

- **Medication administration** – Understand how to personally prepare medications ordered for a patient and personally administer those medications.
- **Problem identification and solving** – Understand how to identify a problem, weigh alternatives, and make a decision about how to manage and implement the solution, then evaluate the effectiveness of the solution.
- **Comprehensive assessment of patient health status and staging** – Understand how to collect, prioritize, and synthesize the comprehensive data pertinent to the patient’s health or situation to establish a health status baseline and plan of care including staging with an increased knowledge of reportable components.
- **Evidence-based practice while using active listening skills** – Understand how to validate responses to interventions and the effectiveness of the care plan.
- **Develop nursing interventions** – Understand how to integrate with the plan of care to attain desired outcomes.
- **Provide hands-on wound care for all wounds and pressure ulcers** – Understand wound identification, measuring, policy on staging, changing an ostomy pouch and unit specific documentation and pressure ulcer management and reduction.
- **Accountability for the quality of care delivered and quality improvement** – Understand to the level of education, knowledge and skill expected and implement actions that lead to measurable improvement for clients.
- **Provide consultation and education to nursing units regarding care of patients with wounds, ostomies, and continence problems** – Understand and serve as a resource in educating patients, peers, and families.
- **Patient and family-centered care** – Understand the approach to the planning, delivery and evaluation of health care that is grounded in mutually beneficial partnerships among health care professionals, patients, and families.
- **Nursing task delegation** – Understand the assigning of duties to implement the plan of care.
Industry-Sector Technical Competencies*

- **Anatomy and physiology** – Understand the foundation in normal physiology, pathophysiology, histology, integumentary, skeletal, muscular, nervous, and sensory systems.
- **Pharmacology and holistic care** – Understand the pharmacologic treatment of diseases and threats to health from a variety of cultural perspectives. Ability to monitor therapeutic responses, side effects, adverse reactions, and interactions.
- **Nursing approaches to mental health** – Understand the culturally sensitive approach to the health care needs of individuals, families and groups experiencing alterations in mental health.
- **Etiology, differential diagnoses, management of wounds** – Understand the steps necessary in evaluating a chronic wound and determining its underlying etiology.
- **Knowledge of diseases that may result in an ostomy or continent diversion** – Understand to inform the type of diversion options available.
- **Scope of practice** – Understand the practice of professional nursing means the performance of those services that incorporates caring for all patients in all settings through recognized nursing standards.
- **Transient versus permanent incontinence** – Understand the loss of voluntary control of bowel movements or urination is a symptom or a condition, not a disease. Can be temporary or permanent.
- **Strong oral and written communications** – Understand the need for clear communication, especially during periods of intense stress, to provide comprehensive care and positive health outcomes.
- **Informatics** – Understand the science and practice that integrates nursing information with communication technologies to promote the health of people, families, and communities.

Possible Certifications:
- Certified Wound Care Nurse (CWCN)
- Certified Ostomy Care Nurse (COCN)
- Certified Continence Care Nurse (CCCN)
- Certified Wound Ostomy Nurse (CWON)
- Certified Wound Ostomy Continence Nurse (CWOCN)
### Wound, Ostomy, and Continency Nurse Competency Training Plan

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<thead>
<tr>
<th>Related Instruction Competencies</th>
<th>Course</th>
<th>Course Description</th>
<th>Credit/Non-Credit</th>
<th>Hours spent on Competency</th>
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*On-The-Job Training is the work experience and instruction. Training experience need not be in the exact order as listed below.*

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