RN & RPN PRACTICE: THE CLIENT, THE NURSE AND THE ENVIRONMENT
College of Nurses of Ontario (2014)

MODULE 04 | THE THREE FACTOR FRAMEWORK
CLIENT FACTORS

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The goal of Module Four is ensure that, as a nurse, making effective decisions about which category (RN or RPN) to match with client needs, involves considering three (3) factors of equal importance: the client, the nurse and the environment, and deliberating on how they apply to the situation.

Outcomes

By completing this learning module you will learn the following:

- The client factors associated with effective decision-making related to the utilization of an RN and an RPN;
- The influences of the client factors related to effective decision-making for the RN and RPN.

Process

- Build on your own nursing knowledge, experience and expertise;
- From case studies, matching and true and false questions to help you analyze and self-reflect about RN and RPN Practice: The Client, the Nurse and the Environment;
- From the College of Nurses of Ontario's Professional Standards (2002) and Guidelines;
- By applying what you have learned to your professional nursing practice.

Keep a notebook or journal to document your ideas and answers to the questions in this learning module.

Building On Your Experience

Making effective decisions about which nursing category (RN or RPN) to be congruent with client needs and expectations involves important client factors.

The following three client factors are essential elements to be considered:
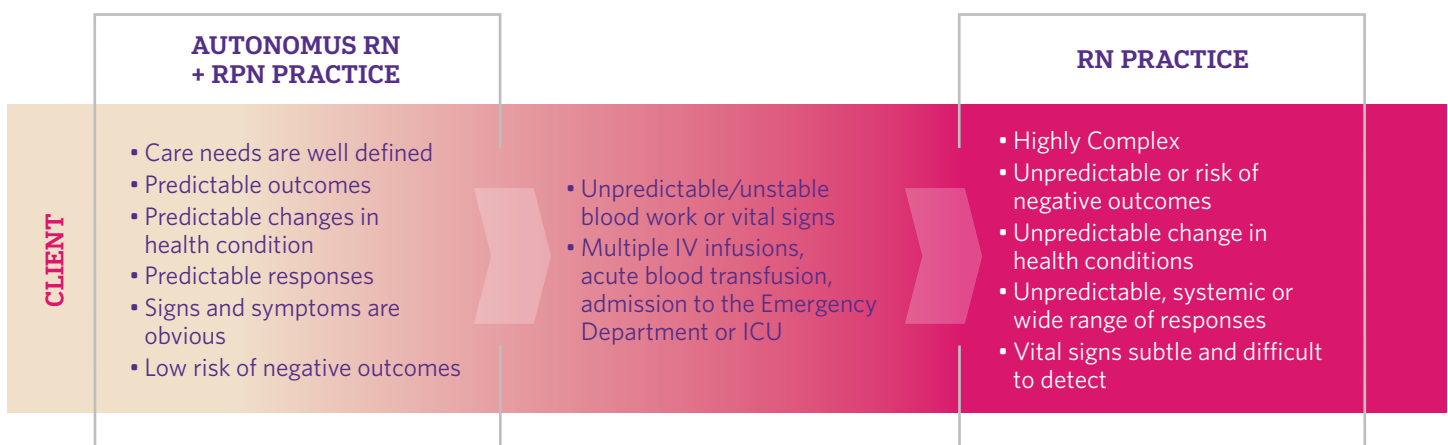1. Complexity;
2. Predictability;
3. Risk of Negative Outcomes

Client Factors	Definition
1. Complexity	• The degree to which a client's condition and care requirements are identifiable and established • The sum of the variables influencing a client's current health status • The variability of a client's condition or care requirements
2. Predictability	• The extent to which a client's outcomes and future care requirements can be anticipated
3. Risk of Negative Outcomes	• The likelihood that a client will experience a negative outcome as a result of the client's health condition or as a response to treatment

The Client Continuum

The three client factors described previously combine to create a representation of the client that can be placed on a continuum as outlined below. This continuum goes from less complex, more predictable and low risk for negative outcomes to highly complex, unpredictable and high risk for negative outcomes.

All nurses can autonomously care for clients who have been identified as less complex, more predictable and at low risk of negative outcomes. The more complex the client care requirements are, the greater need for consultation and/or the need for a RN to provide the overall care requirements.

AUTONOMUS RN + RPN PRACTICE

RN PRACTICE

CLIENT

• Care needs are well defined
• Predictable outcomes
• Predictable changes in health condition
• Predictable responses
• Signs and symptoms are obvious
• Low risk of negative outcomes

• Unpredictable/unstable blood work or vital signs
• Multiple IV infusions, acute blood transfusion, admission to the Emergency Department or ICU

• Highly Complex
• Unpredictable or risk of negative outcomes
• Unpredictable change in health conditions
• Unpredictable, systemic or wide range of responses
• Vital signs subtle and difficult to detect

Autonomous RN or RPN Practice or RN Involved or Providing Care?

In the table below place a check mark in the column beside each statement you believe is autonomous RN or RPN practice or RN involved or providing care.

Client Factors (Complexity)	Autonomous RN or RPN Practice	RN Involved or Providing Care
1. Client is an individual, family, group, community or population		
2. Care needs are well defined and established		
3. Health condition not well managed or controlled		
4. Coping mechanisms and support systems are in place and effective		
5. Coping mechanisms and supports unknown, not functioning or established		
6. Health condition not well controlled or managed		
7. Requires close, frequent monitoring and reassessment		
8. Little fluctuation in health condition over time, few factors influencing the client's health		
9. Client is an individual, family, group or community		
10. Health condition well managed and controlled		
11. Fluctuating health condition many factors influencing the client's health		

Answers:
Autonomous RN and RPN Practice: 2, 4, 8, 9, 10 | RN Involved or Providing Care: 1, 3, 5, 6, 7

Client Factors (Predictability)	Autonomous RN or RPN Practice	RN Involved or Providing Care
1. Unpredictable outcomes		
2. Predictable changes in health condition		
3. Predictable outcomes		
4. Unpredictable changes in health condition		

Answers:

Autonomous RN and RPN Practice: 2, 3 | RN Involved or Providing Care: 1, 4

Client Factors (Risk of Negative Outcomes)	Autonomous RN or RPN Practice	RN Involved or Providing Care
1. Signs and symptoms subtle and difficult to detect		
2. Predictable, localized and manageable responses		
3. Low risk of negative outcomes		
4. Unpredictable, systemic or wide ranging responses		
5. High risk of negative outcomes		
6. Signs and symptoms are obvious		

Answers:

Autonomous RN and RPN Practice: 2, 3, 6 | RN Involved or Providing Care: 1, 4, 5

Case Scenario

On the post partum unit, Shushma has been assigned to a mother baby dyad that recently delivered. Shushma's post partum assessment reveals some concerns as the mother's lochia has bright red blood and she has saturated three pads within one hour.

Shushma consults and collaborates with a RN in Labour and Delivery who conducts her own assessment of the patient. You both decide to notify the Obstetrician.

Upon taking her vital signs her BP is 88/70 and she is pale, her heart rate is 120 bpm and her respiratory rate is 22/min. Shushma is very concerned and notifies the RN immediately. Her Sp02 is 90%.

What should Shushma do now?

What are Shushma's nursing responsibilities?

A worksheet allows you to capture your ideas!

Critical-Thinking

1. What guiding principles are you most concerned about in Shushma's situation?

2. How does this issue conflict with CNO's Three Factor Framework - Standard of Practice - RN and RPN Practice – the Client, the Nurse and the Environment? Which Standards?

3. What practice setting or unit policies/procedures does Shushma have the potential in not meeting in this situation?

4. Who else is potentially affected by this request?

5. How could Shushma resolve this issue or problem? If Shushma is not able to, who could/should he approach?

6. What resources might give direction to resolve the issue/problem?