## Domain I: Quality & Safety (16%)

1. Quality Indicators
   - a. Facilitate nursing sensitive indicator compliance
   - b. Predict interventions related to core measures
   - c. Recognize impact on patient experience
   - d. Practice patient experience activities
   - e. Address disease-specific needs

2. Patient Care Compliance/Surveillance
   - a. Evaluate risk assessments and intervene as necessary (e.g., CAUTI/CLABSI, DVTs, falls, sepsis, stroke)
   - b. Monitor compliance with policy and procedure
   - c. Synthesize physiologic data to predict patient improvement and/or deterioration
   - d. Review medication profile for discrepancies (e.g., herbals, prescribed, redundancy)
   - e. Verify approved patient identifiers

3. Regulatory Compliance
   - a. Recognize scope of practice between licensing boards and nurse practice acts
   - b. Administer virtual care in accordance with patients’ bill of rights and/or facility policy

## Domain II: Patient & Family Education (12%)

1. Virtual Patient Orientation
   - a. Explain and define role of virtual nursing as part of care team (e.g., Acknowledge, Introduce, Duration, Explanation, Thank You (AIDET))
   - b. Explain technology and virtual care model
   - c. Evaluate patient’s understanding of virtual care services and benefits

2. Education Delivery
   - a. Choose appropriate education methodologies dependent on setting, content, and patient and family learning styles and readiness to learn
   - b. Differentiate education topics appropriate for virtual delivery

3. Individualized Patient Education
   - a. Design comprehensive, individualized patient education plan
   - b. Assess patient’s comprehension of education provided

4. Social Determinant of Health
   - a. Identify potential barriers to care (e.g., cognition, community resources, culture, health literacy, language barriers)
   - b. Coordinate connection to available resources to impact social determinant

## Domain III: Communication (20%)

1. Virtual Etiquette
   - a. Utilize standard "room" entry protocol (e.g., audio first entry, "knocking")
   - b. Establish virtual role (e.g., self-identify, differentiate provider's role to patient)
   - c. Utilize appropriate virtual presence (e.g., background/environment, professional appearance)
   - d. Employ appropriate voice inflection, tone, eye contact, and body language
### Domain IV: Teamwork/Inter-Professional Collaboration (17%)

#### 1. Collaboration & Teamwork

- a. Report deviations from plan of care and determine impact on trajectory of care
- b. Articulate the role of the virtual nurse within the inter-professional team
- c. Differentiate the roles of other members of the inter-professional team (e.g., admission, discharge, rounding)

#### 2. Delegation

- a. Employ the Five Rights of Delegation (e.g., delegate and accommodate duties based upon scope of practice and care model)

#### 3. Chain of Escalation/Resolution

- a. Determine when and how to use the chain of escalation/resolution (e.g., bed-side nurses, virtual nurses)
- b. Recognize and report failure in chain of escalation/resolution

#### 4. Debriefing & Feedback

- a. Determine when, how, and where to deliver feedback (e.g., situational awareness)
- b. Participate in debriefing sessions as necessary to address adverse events (e.g., advocate for a seat at the table)

#### 5. Scribing

- a. Adhere to organizational standards for scribing

### Domain V: Coaching & Mentoring (11%)

#### 1. Audience-Based Approach

- a. Apply precepting and leadership principles in terms of coaching specific audiences (e.g., graduate nurses, novice nurses, charge nurses, floating/travel nurses)
- b. Determine appropriate medium for communication (e.g., email, face-to-face, text)

#### 2. Feedback & Support

- a. Model appropriate communication styles
- b. Create a psychologically safe environment to foster and encourage open dialogue
- c. Use therapeutic communication methods to support direct-care givers
- d. Utilize evaluation tools to develop individualized validation techniques
- e. Guide bed-side nurses in prioritization of tasks
### 3. Precepting & Mentoring

- a. Identify points of contact for virtual nurses
- b. Schedule regular check-ins to facilitate purposeful engagement and shift success
- c. Establish and reinforce purposeful professional partnerships between virtual nurses and inter-professional care team
- d. Validate competencies (e.g., skills check-offs)

### Domain VI: Leadership (10%)

#### 1. Prioritization

- a. Prioritize activities to optimize daily operations and strategic goals (e.g., patient acuity, patient flow, quality checks, staffing)

#### 2. Situational Awareness

- a. Demonstrate principles of emotional intelligence
- b. Identify opportunities to provide additional professional development
- c. Determine environmental conditions using established workflows and touch points (e.g., tracking platforms)
- d. Identify high-risk team members in need of support

#### 3. Quality & Risk Management

- a. Report potential quality and risk vulnerabilities (e.g., gaps in care, technology, trends, workflow)

### Domain VII: Informatics & Technology (14%)

#### 1. Utilization of Technology

- a. Utilize technical features of hardware and software applications (e.g., optimization)
- b. Address gaps in functionality (e.g., troubleshooting, escalation)

#### 2. Privacy & Security

- a. Adhere to organizational security policies (e.g., consumer devices, cyber security, VPN)

#### 3. Data Management

- a. Evaluate inputs from multiple applications to maximize efficiency (e.g., EMR/EHR, physiological monitoring, reporting database)