

Management of Nursing Services and Education

UNIT-3 DELEGATION

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1. Delegation in nursing is defined as transferring to a competent individual the authority to perform a selected nursing task in a selected situation
(National council of state board of nursing)
2. Delegation is defined as the transfer of responsibility for the performance of a task from one individual to another
(American Nurses Association)

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COMMON DELEGATION ERRORS

UNDERDELEGATING

Under delegating frequently stems from the manager's false assumption that delegation may be interpreted as a lack of ability on his or her part to do the job correctly or completely.

OVERDELEGATING

In contrast to under delegating, which overburdens the manager, some managers over delegate, burdening their subordinates

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DELEGATING TO UNLICENSED ASSISTIVE PERSONNEL

- The American Nurses Association (ANA, 1992) defines UAP as unlicensed people who are trained to function in an assistive role to the licensed RN in the provision of patient / client activities as delegated by the nurse



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SUBORDINATE RESISTANCE TO DELEGATION

- Fowler and colleagues (1993) found that nurses use avoidance or withdrawal as their most common coping mechanism when confronted with conflict.
- delegated tasks is the failure of the delegator to see the subordinate's perspective.

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DELEGATING TO A TRANSCULTURAL

Poole, Davidhizar, and Giger (1995) suggest that six cultural phenomena must be considered when delegating to staff from a culturally diverse background: communication, space, social organization, time, environmental control, and biological variations

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LEVELS OF DELEGATION

**Adapt the agreements and 'contracts' that you make
with people regarding delegated tasks,
responsibility
freedom according to the situation**

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DELEGATION AS A FUNCTION OF PROFESSIONAL NURSING

The Pew Health Commission report (1995) on challenges for revitalizing the health professions in the 21st century made a strong recommendation for integrated training across professions – an approach that encourages interdisciplinary team approach to care (Hansten & Washburn, 1998)

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STEPS OF SUCCESSFUL DELEGATIONS

- 1) Plan Ahead**
- 2) Identify Necessary Skills and Levels**
- 3) Select Most Capable Personnel**
- 4) Communicate Goal Clearly**
- 5) Empower the Delegate**

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