



COLLEGE OF NURSES
OF ONTARIO

ORDRE DES INFIRMIÈRES
ET INFIRMIERS DE L'ONTARIO

THE STANDARD OF CARE.

Quality Assurance: Applying the Documentation Standard in Academic Practice

Objectives

1. Provide an overview of the revised Quality Assurance (QA) program
2. Highlight a completed Self-Assessment component for the *Documentation* standard by a nurse in Academic Sector
3. Provide an overview of the learning plan based on the *Documentation* standard specific to a nurse in an Academic Sector
4. Inform members of available resources to support meeting the revised QA program requirements

2011-2020 Strategic Plan

Vision

Leading in regulatory excellence

Mission

Regulating nursing in the public interest

Objectives

Building confidence in nursing regulation

public trust ♦ nurse engagement ♦ employer commitment

Advancing the use of CNO knowledge

user relevance ♦ decision support ♦ stakeholder confidence

Leading in regulatory innovation

system impact ♦ technology integration ♦ professional collaboration

Strategies

CNO uses evidence-based approaches

CNO optimizes technology

CNO pursues strategic partnerships

CNO promotes a culture of leadership and innovation



Why a Revised QA Program?

- More rigor required to ensure public protection
- Meet QA program requirements in the *Regulated Health Professions Act, 1991*
- Support expanding scopes of practice/addition of new specialties
- Respond to member feedback to have a more meaningful program

Revised QA Program

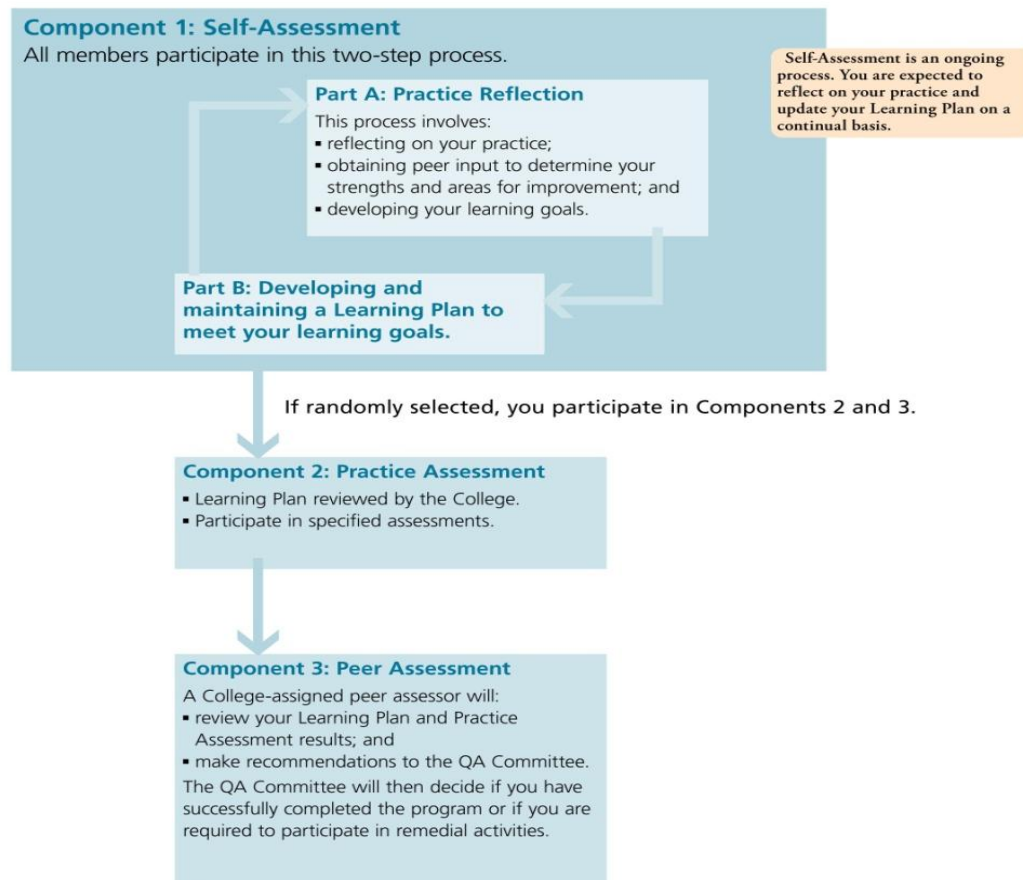
The QA program includes the following components:

- Self-Assessment
 - Practice reflection
 - Developing and maintaining a learning plan
- Practice Assessment
- Peer Assessment

Three Components of the QA Program

Flow Chart

This diagram illustrates the three components of the QA Program.



Component 1: Self-Assessment

Self-Assessment is a self-directed, two-part process that results in the creation of a learning plan

Part A

- Reflecting on your practice and obtaining peer input to determine your strengths and areas that need improvement

Part B

- Developing and maintaining a learning plan to meet your learning goals

Component 2: Practice Assessment

- Submitting a learning plan and participating in a specified practice assessment
- Assessments include:
 - Multiple-choice Objective Test (All nurses)
 - Chart Review (NPs only)
 - Practice Simulation (NPs only)

Component 3: Peer Assessment

- Peer Assessors review learning plans and Practice Assessment results
- Recommendations are made to the Quality Assurance Committee (QAC)
- QAC may direct or recommend additional remedial learning activities
- Members continue to maintain and update their learning plan

Online QA Program

QA Quality Assurance



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Resources

- [QA Announcements](#)
- [Tutorial](#)
- [QA Program Components](#)
- [CNO website](#)

Home

Welcome to the QA Program online. To view important announcements about the program, select the **QA Announcements** link in the Resources bar on the left.

To learn more about how to use this application, select the **Tutorial** link in the Resources bar.

To begin the Self-Assessment process, select the **Self-Assessment** tab above.

By using the QA Program online, you can:

- ▶ fill out, save and print your Practice Reflection form and your Learning Plan;
- ▶ access your Learning Plan from any computer at any time; and
- ▶ track and update your Learning Plan over time.

Having technical difficulties?

If you experience technical difficulties, please [click here](#) to contact us.



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THE STANDARD OF CARE.

A close-up photograph of a nurse's hand in a white sleeve gently holding an elderly patient's hand. The image is overlaid with a semi-transparent green filter. The text 'Part 1 Self-Assessment' is centered over the image.

Part 1 Self-Assessment

Part A - Practice Reflection

The process involves:

- Reflecting on your practice in the context of *Infection Prevention and Control (IPC)* and *Documentation* practice standards
- Obtaining peer input to gain a broader awareness of your practice
- Determining your strengths and areas for improvement related to IPC and documentation
- Developing your learning goals

Getting Started

- Automated QA link <http://www.cno.org/en/maintain-your-membership/>
- CNO learning modules <http://www.cno.org/en/learn-about-standards-guidelines/educational-tools/learning-modules>
 - QA Learning Module
 - QA Webinar
 - Infection Prevention Control
 - Documentation
 - Nurse Practitioner

Getting Started – 2

■ Designated Practice Standards

- http://www.cno.org/Global/docs/prac/41001_documentation.pdf
- http://www.cno.org/Global/docs/prac/41002_infection.pdf

■ Self-Assessment forms

■ ***Documentation, Revised 2008***

http://www.cno.org/Global/docs/qa/SAT_Doc.pdf

■ **The Practice Reflection form**

http://www.cno.org/Global/docs/qa/qa_PracRefl.pdf

Getting Started - 3

- Entry-to-Practice Competencies

- RN

- http://www.cno.org/Global/docs/reg/41037_EntryToPracitic_final.pdf

- RPN

- http://www.cno.org/Global/docs/reg/41042_EntryPracRPN.pdf

- NP

- http://www.cno.org/Global/for/rnec/pdf/CompetencyFramework_en.pdf

Practice Reflection – cont'd

Determine your strengths and areas for improvement

Reflect on your practice:

- Review of relevant standards of practice
- Review of the online e-learning modules
- Discussion with colleagues, manager, educator
- Previous continuing education/learning
 - Podcasts, journals, webinars, conferences, certification, work shops and seminars
- Use CNO or personal reflection tools

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Resources

- ▶ [Practice Reflection](#)
 - [Practice Reflection Form](#)
- ▶ [My Learning Plan](#)
 - [Learning Plan Summary](#)
 - [Add New Goal](#)
- ▶ [Practice Documents](#)
 - [Current Program Year](#)
 - [All Practice Documents](#)
- ▶ [QA References](#)
 - [Learning Modules](#)
 - [Glossary](#)
 - [QA Program Resources](#)
 - [Entry-to-Practice Competencies](#)

Practice Reflection Form

My Practice Reflection form for 2010

Date Created: Feb 1 2011 9:02AM

Last Saved: Feb 1 2011 9:02A

Input Received From:	My Areas of Strength	My Areas for Improvement
Self		
Peer		

How I reflected on the four elements and their role in my nursing practice:

Elements:

- ▶ advances in technology;
- ▶ changes in the practice environment;
- ▶ entry-to-practice competencies; and
- ▶ interprofessional care

Goals

I want to increase my knowledge of the documentation standard of practice

Move Goal to Learning Plan



Steps to completing Practice Reflection

- Think about how your strengths and areas for improvement relate to the two standards and reflect on the four elements:
 1. Advances in technology
 2. Changes in the practice environment
 3. Entry-to-practice competencies
 4. Interprofessional care

Documentation - Practice Reflection

Communication: Nurses ensure that documentation presents an accurate, clear and comprehensive picture of the client's needs, the nurse's interventions and the client's outcomes

- A) ensuring that documentation is a complete record of nursing care provided and reflects all aspects of the nursing process, including assessment, planning, intervention and evaluation
- B) documenting both objective and subjective data
- L) documenting the nursing care provided when using information and telecommunication technologies

RN: Entry-to-Practice Competencies

8. Demonstrates critical inquiry in relation to new knowledge and technologies that change, enhance or support nursing practice

39. Collects information on client status using assessment skills of observation, interview, history taking, interpretation of laboratory data, mental health assessment and physical assessment, including inspection, palpation, auscultation and percussion

RN ETP Documentation

42. Takes action to minimize the potential for personal values, beliefs and positional power to influence or bias client assessment and care

85. Reports and documents client care and its ongoing evaluation in a clear, concise, accurate and timely manner

RPN: Entry-to-Practice Competencies

10. Reviews literature and collaborates with colleagues and other resources in selecting assessment tools or techniques

19. Formulates clinical judgments that are consistent with clients' needs and priorities by responding to changing situations that affect clients' health and safety

RPN: Entry-to-Practice Competencies

39. Uses appropriate technology to perform safe, effective and efficient nursing interventions

42. Maintains clear, concise, accurate and timely records of client's care

Practice Reflection Form

Page 1 of 1

Name: Mary Kane

CNO registration number: 1234560

Area of Practice: Academic

Position in Nursing: Clinical Tutor

Source of Input	My Areas of Strength	My Areas for Improvement
Self	<ul style="list-style-type: none">• I have a good understanding of what expectations for documentation for students is required by my institution• I participate in giving feedback on documentation forms• I share knowledge about documentation with new staff	<ul style="list-style-type: none">• I want to make sure that documentation meets the CNO Documentation standard• I need to know more about how to evaluate student documentation in clinical practice and provide feedback• I need to have a better understanding of current issues related to documentation in the clinical settings I am supervising students• I need to learn about electronic documentation and how the CNO standard is incorporated

Obtaining Peer Feedback

- Provides greater awareness of your strengths and opportunities for learning
- Identify the peer(s) who you will ask for input
- Provide the peer with the behavioural indicators for feedback
- Make a list of questions you want to ask your peer(s)
 - What do you think I do well?
 - Can you give me an example of how I effectively apply the specific practice document?
 - Can you give me an example of things that I could do differently?

Practice Reflection Form - 2

Source of Input	My Areas of Strength	My Areas for Improvement
Peer	<ul style="list-style-type: none"> • My peer said that I am very diligent about documenting on my students and meet institution deadlines 	<ul style="list-style-type: none"> • Need to share your ideas about documentation evaluation with other faculty • Need to raise your concerns regarding documentation in the clinical setting and understanding of clinical practice with colleagues
Resources I used to reflect on my practice	<ul style="list-style-type: none"> • I reviewed the CNO Documentation Standard, completed the CNO Learning Module for Documentation • I reviewed my performance appraisal from last year <p>Goals:</p> <ul style="list-style-type: none"> • I want to learn more about how the CNO documentation standard applies to work in the academic setting • I want to learn how to evaluate student documentation in clinical settings • I want to learn more about electronic documentation and how it relates to CNO Documentation Standard <p style="text-align: right;">Initial <u>MK</u> Date <u>January 2, 2011</u></p>	

Part B: Developing and Maintaining your Learning Plan

- The Goal pages outline how you apply the practice standards to your nursing practice
- The learning plan is a compilation of your goal pages developed for each standard:
 - Articulates goals based on practice reflection
 - Outlines activities to achieve goals
 - Records the evaluation of changes to your practice

Completing your Learning Plan

- Document a minimum of one goal for each practice standard
- Each goal is documented on a separate learning plan form
- Incorporate information from workplace performance assessments
- Update your goal pages evaluation section regularly
 - e.g. every 3 – 4 months
- Keep your learning plan for two years

Goal Page

This Goal is for QA Year: 2011

Date Created: January 2, 2011

Last Saved: April 26, 2011

Goal

(what do you want to learn or achieve?)

Within the next 12 months I will research various methods for evaluating and documenting student performance to ensure data is objective and that conclusions drawn are founded

Which practice documents does this goal relate to?

- Infection Prevention and Control
- Documentation
- Nurse Practitioner
- Other (Practice Standards & Guidelines)

Timeframes to achieve my goal

Start date: 03-01-11

Expected completion date: 12-12-11

Actual completion date:

Activities and timelines to achieve my goal

- Contact other professional programs in my organization to determine what evaluation tools are being used by April 2011
- Attend a conference on evaluation tools September 2011
- Review the literature on documentation standards and determining what is objective and subjective by September 2011
- Create an audit tool to assist with reviewing student documentation and share with other faculty and students on the expectations for documentation September 2011
- Utilize the audit tool when evaluating student documentation by December 2011

Evaluation of changes to my practice or practice setting

- As of May 2011, I have begun the literature review and started creating the audit tool to evaluate documentation
- Have arranged a meeting with colleagues in physiotherapy program and social work programs
- Shared my learnings to date with my colleagues at faculty meeting

I reflected on the following elements while completing this goal

- Advances in technology
- Changes in my practice environment
- Entry-to-practice competencies
- Interprofessional care

Goal Page

This Goal is for QA Year: 2011

Date Created: January 2, 2011

Last Saved: April 26, 2011

Goal

(what do you want to learn or achieve?)

In the next 6 months, I want to investigate and document how the clinical settings I teach students in have met the CNO documentation standard in their electronic documentation system

Which practice documents does this goal relate to?

- Infection Prevention and Control
- Documentation
- Nurse Practitioner
- Other (Practice Standards & Guidelines)

Timeframes to achieve my goal

Start date: 03-01-11

Expected completion date: 12-12-11

Actual completion date:

Activities and timelines to achieve my goal

- Review the CNO *Documentation* standard and create a checklist of areas to discuss with clinical settings May 2011
- Contact clinical educators in organizations A, B, C and learn about their electronic documentation system and how CNO *Documentation* standard was incorporated Between June and August, 2011
- Share with my colleagues the results of the review September 2011
- Discuss with clinical settings any new or current issues that have occurred regarding documentation between June and August, 2011
- Review documentation policies and procedures from organizations A, B & C (by November, 2011)

Evaluation of changes to my practice or practice setting

- As of May 2011 I have reviewed the *Documentation* standard and developed a checklist
- I have setup appointments with the clinical educators to review electronic documentations in the clinical settings I am a tutor.

I reflected on the following elements while completing this goal

- Advances in technology
- Changes in my practice environment
- Entry-to-practice competencies
- Interprofessional care

Next Steps

- Review CNO selected standards and resources
- Complete practice reflection
- Assess changes in the practice environment, advances in technology, ETP competencies and interprofessional care
- Keep Practice Reflections, Goal Pages / Learning Plans for two years

Quality Assurance Program



Resources

- Website www.cno.org
- Quality Assurance Resources www.cno.org/qa
- Outreach Consultants
<http://www.cno.org/prac/outreach>
- Practice Inquiries (Practice Support Line)
 - 1-800-387-5526 (ext. 6397)
 - 416-928-0900 (ext. 6397)
 - ppd@cnomail.org

Feedback

Your Feedback is important to us!

Please cut and paste this URL into your browser to provide feedback to this teleconference:

<http://collegeofnurses.outreach.sgizmo.com/s3/?EventID=100002>

Event Feedback Form

Event ID: 100001

Thank you for participating in an Outreach Program event. Please take a few minutes to complete this survey. Your feedback is appreciated and will help us improve our process!

Please rate your satisfaction with:	EXTREMELY DISSATISFIED → EXTREMELY SATISFIED										N/A
	1	2	3	4	5	6	7	8	9	10	
Content provided											
Length of the event											
Time allotted for Q&A											
Speaker's clarity											
Speakers' understanding of the topic											
Speaker's ability to answer questions											
The event overall											

To what extent did the event add to your knowledge of:	DID NOT ADD TO MY KNOWLEDGE AT ALL → ADDED TO MY KNOWLEDGE A GREAT DEAL										N/A
	1	2	3	4	5	6	7	8	9	10	
The CNO Standard(s)/guideline(s) discussed today											
Available CNO resources (e.g., E-learning modules, Practice Line, Ask Practice)											
The College of Nurses of Ontario in general											
Self-regulation											

Which resources, concepts, messages or ideas were most useful to you?

APPLICATION	NO SUPPORT AT ALL → EXTENSIVE SUPPORT										N/A
	1	2	3	4	5	6	7	8	9	10	
Overall, what support has this event provided you with for the application of the Standards and guidelines in your practice setting?											
Please explain your answer:											

Would you attend another CNO Outreach Event in the future? Yes No Unsure

Would you recommend this type of event to your colleagues? Yes No Unsure

Please provide any other comments or suggestions on how to improve this event in the future:

<p>Your nursing category:</p> <p><input type="checkbox"/> RN</p> <p><input type="checkbox"/> RPN</p> <p><input type="checkbox"/> NP</p> <p><input type="checkbox"/> Non-Nursing (specify): _____</p>	<p>Your health care sector:</p> <p><input type="checkbox"/> Academic</p> <p><input type="checkbox"/> Acute Care</p> <p><input type="checkbox"/> Community & Public Health</p> <p><input type="checkbox"/> Long-Term Care/Rehab/CCC</p> <p><input type="checkbox"/> Mental Health & Corrections</p> <p><input type="checkbox"/> Paediatrics</p> <p><input type="checkbox"/> Palliative Care</p> <p><input type="checkbox"/> Other: _____</p>	<p>Your role in your organization:</p> <p><input type="checkbox"/> Staff Nurse</p> <p><input type="checkbox"/> Nurse Practitioner</p> <p><input type="checkbox"/> Manager</p> <p><input type="checkbox"/> Administration</p> <p><input type="checkbox"/> Clinical Educator</p> <p><input type="checkbox"/> Clinical Nurse Specialist</p> <p><input type="checkbox"/> Other: _____</p>
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