



COLLEGE OF NURSES
OF ONTARIO

ORDRE DES INFIRMIÈRES
ET INFIRMIERS DE L'ONTARIO

THE STANDARD OF CARE.

Quality Assurance: The Program...The Process...Your Opportunities

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Objectives

1. Provide an overview of the revised Quality Assurance (QA) program
2. Highlight Self-Assessment and the Practice Reflection components of the QA program and provide an overview of the learning plan
3. Inform members of available resources to support meeting the revised QA program requirements

Legislative Framework

Regulated Health Professions Act (RHPA), 1991

- Common elements for all colleges to be self-regulated
- Scope of Practice statement
- Controlled Acts

Vision

- Excellence in nursing practice everywhere in Ontario

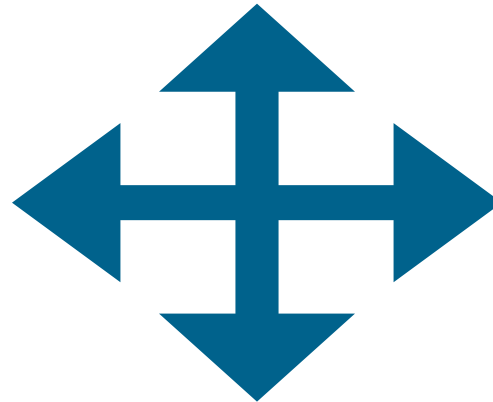
Mission

- To protect the public's right to quality nursing services by providing leadership to the nursing profession in self-regulation

CNO Protects the Public by:

Establishing Requirements for
ENTRY TO PRACTICE

Articulating &
Promoting
STANDARDS



Administering a
QUALITY
ASSURANCE
Program

ENFORCEMENT
of Standards of Practice & Conduct

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

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



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THE STANDARD OF CARE.

A close-up, soft-focus photograph of a person's hand being held by another person's hand. The hands are positioned in the lower right quadrant of the frame. The background is a blurred, light green color, suggesting a clinical or hospital setting. The overall tone is calm and supportive.

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 *Ethics* practice standards
- Obtaining peer input to gain a broader awareness of your practice
- Determining your strengths and areas for improvement related to IPC and ethics
- Developing your learning goals

Getting Started

- CNO QA link <http://www.cno.org/qa>
- The *Ethics and Infection Prevention and Control* practice standards and review of on-line learning modules
- The self-assessment tools for Ethics
http://www.cno.org/docs/qa/SAT_Ethics.pdf and Infection Prevention Control http://www.cno.org/docs/qa/SAT_IPC.pdf
- The Practice Reflection form
http://www.cno.org/docs/qa/qa_PracRefl.pdf
- Entry-to-Practice Competencies
http://www.cno.org/docs/reg/41037_EntryToPractice_final.pdf
http://www.cno.org/docs/reg/41042_EntryPracRPN.pdf

Practice Reflection

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
- CNO or personal reflection tools

Steps to Completing Practice Reflection

- Identify resources and activities you will use to reflect on your practice
- Identify peers you will ask for input
- Think about how your strengths and areas for improvement relate to the two standards and to the four elements:
 1. Advances in technology
 2. Changes in the practice environment
 3. Entry-to-practice competencies
 4. Interprofessional care

Review of Ethics Standard

- Types of ethical concerns
- Resolving ethical conflicts
- Client well-being
- Client choice
- Privacy and confidentiality
- Respect for life
- Maintaining commitments
- Truthfulness
- Fairness
- Working through ethical situations in nursing practice

Sample Practice Reflection – Ethics

Privacy and confidentiality: Maintaining limited access to a person, the person's body, conversation, bodily functions or objects immediately associated with the person. You meet this indicator by:

- keeping all personal and health information confidential within the obligations of the law and the standards of practice;
- refraining from collecting information that is unnecessary for the provision of health care; and
- protecting the client's physical and emotional privacy.

Practice Reflection Form

Page 1 of 1

Name: Mary Kane

CNO registration number: 1234560

Area of Practice: Medicine Unit Acute Care

Position in Nursing: Staff Nurse

Source of Input	My Areas of Strength	My Areas for Improvement
Self	<ul style="list-style-type: none">• I have a good understanding about maintaining confidentiality for our clients• I only share information when the client has provided consent• I understand implied and expressed consent	<ul style="list-style-type: none">• I need to know more about who belongs to the circle of care• I have only basic knowledge about current legislation related to Privacy & Confidentiality• I need to know how to teach others about their responsibility in maintaining client confidentiality

Obtaining Peer Feedback

- Obtaining input and feedback from your peers provides greater awareness of your strengths and opportunities for learning.
- Identify the peer(s) who you will ask for input. A peer does not have to be in the same role as you.
- 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

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 keeping client information private 	<ul style="list-style-type: none"> • Need a better understanding about circle of care and about sharing information
Resources I used to reflect on my practice	<ul style="list-style-type: none"> • I reviewed the CNO Ethics Standard and completed the CNO Learning Module for Ethics and reviewed the CNO Privacy & Confidentiality Standard • I reviewed my performance appraisal for last year <p>Goals:</p> <ul style="list-style-type: none"> • I want to learn more about Privacy & Confidentiality legislation that pertains to acute care • I want to share this knowledge with my colleagues so they will be better informed about their responsibility in maintaining confidentiality of client information • I want to learn how to be more confident when advocating for clients <p style="text-align: right;">Initial <u>MK</u> Date <u>January 2, 2010</u></p>	

Practice Reflection – Four Elements

- Reflect on how to incorporate the required four elements:
 - Advances in technology
 - Changes in the practice environment
 - Entry-to-Practice (ETP) competencies
 - Interprofessional care

Part B: Developing and Maintaining Your Learning Plan

- The learning plan outlines how you relate the practice standards to your nursing practice
- The learning plan:
 - 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
- Keep your learning plan for two years

QA Learning Plan Form 2009-2010

Page 1 of 1

Name: Mary Kane

CNO registration number: 12345607

Area of practice: Medicine Unit Acute Care

Position in nursing: Staff Nurse

Practice standard

My goal relates to the following practice standard(s):

- Infection Prevention and Control
 - Ethics
 - Nurse Practitioners
 - Other (Practice standards and guidelines)
-

Goal

What do you want to learn or achieve?

Within 10 months I will be able to communicate, to others I work with, information about the Privacy & Confidentiality legislation that impacts the acute care nursing role

Activities and timeframes to achieve my goal

- By May 2010, I will have researched information on Confidentiality and Privacy
 - Privacy Commissioner of Ontario <http://www.ipc.on.ca/english/Home-Page/>
 - CNO Confidentiality and Privacy Standard
- By October 2010, I will attend OHA conference for updates on Privacy Legislation
- By September 2010, I will develop and implement a staff meeting update/presentation for co-workers on Privacy Legislation and its impact on our role within the practice setting
- By November 2010, I will work with team members to implement ideas about how to maintain client confidentiality

Expected goal completion date December 2010

Evaluation of changes to my practice

As of April 2010, I have reviewed CNO documents related to Privacy and Confidentiality and have increased my awareness about my role in maintaining client confidentiality.

I have begun research on legislation that pertains to privacy and confidentiality for the acute care setting.

I have been able to make a connection with consultants at the Privacy Commissioner and increased my awareness about how to get support/resources from them related to my role and responsibilities, which I have shared with the team.

Actual goal completion date _____

My learning plan addresses:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Advances in technology | <input checked="" type="checkbox"/> Entry-to-practice competencies |
| <input checked="" type="checkbox"/> Changes in my practice environment | <input checked="" type="checkbox"/> Interprofessional care |

I have signed and dated the Declaration
(see back page)

Initial MK Date 06-04-10

Declaration

QA Learning Plan 2009-2010 Declaration

I hereby declare that the following statements are true.

1. I have initialled and dated my Learning Plan.
2. My Learning Plan has been prepared by me, **is my own work** and accurately reflects my learning goals and activities.
3. My Learning Plan demonstrates my commitment for continual participation in Self-Assessment and improvement processes.
4. I will retain a copy of my Learning Plan for two years.

Signature _____

Date _____

Reminder

Ensure you review the College's Collection and Retention of Personal Information Statements on page 2 of the *Self-Assessment: A Guide to Developing Your Learning Plan 2009-2010* document.

Sample Learning Plan – IPC

Communication:

- Nurses use appropriate and timely communication strategies with clients and their significant others, the health care team and the community when discussing infection prevention and control issues.

QA Learning Plan Form 2009-2010

Page 1 of 1

Name: Mary Kane

CNO registration number: _____

Area of practice: Acute Care

Position in nursing: Clinician Acute Care

Practice standard

My goal relates to the following practice standard(s):

- Infection Prevention and Control
- Ethics
- Nurse Practitioners
- Other (Practice standards and guidelines)

Goal

What do you want to learn or achieve?

By November 2010 I will develop resources to educate employees and managers about how infectious diseases are transmitted.

Activities and timeframes to achieve my goal

- By March 2010, research information on transmission of infectious disease including influenza and upper respiratory infections
- By December 2009, attend a CNO teleconference on Pandemic Planning
- By February 2010, review the organizational policies specific to vaccination and pandemic preparedness
- By October 2010, develop a hand hygiene seminar using Glow Germ and black light to demonstrate effective hand hygiene as part of the staff education day
- By October 2010, develop a fact sheet on prevention and control of infectious diseases and post in the staff lounge
- By September 2010, participate in the OH&S initiative to develop and promote the influenza vaccination clinic for co-workers

Expected goal completion date December 2010

Evaluation of changes to my practice

As of March 2010 I have attended a CNO teleconference on Pandemic Planning and reviewed the CNO Pandemic Planning guideline.

I have increased my awareness about the regulatory role during a pandemic.

I have begun research on transmission of infectious diseases in the workplace and have begun to summarize my findings.

Actual goal completion date _____

My learning plan addresses:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Advances in technology | <input checked="" type="checkbox"/> Entry-to-practice competencies |
| <input checked="" type="checkbox"/> Changes in my practice environment | <input checked="" type="checkbox"/> Interprofessional care |

I have signed and dated the Declaration
(see back page)

Initial MK Date 10-01-10

In review...

- Review CNO selected standards and resources
- Complete practice reflection
- Assess changes in the practice environment; advances in technology; ETP competencies; interprofessional care
- Keep documentation for two years

Every nurse is a leader!

- Lunch and learns
- Resource binder
- Staff meeting
- Collaborate with manage/educator
- Governance Committee/Unit Council
- Advocacy

Some thoughts for the practice setting!

- Operational plans
- Educational activities that support the designated standards
- Coaching
- Performance feedback system
- Client outcomes

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

Online Renewal 2011

**Membership
renewal is
changing.**

How will it
affect you?



**Visit
www.cno.org**

Quality Assurance Program



Teleconference Feedback Form

Thank you for participating in the *Quality Assurance: The Program, The Process, and Your Opportunities* teleconference. Please take a few minutes to complete this feedback form. Your feedback is appreciated and will help us improve our process! You can also complete this form online at http://www.cno.org/prac/learn/teleconferences/qa/qa_20100628.htm

1. Usefulness of teleconference to your nursing practice:	<input type="checkbox"/> Very Useful	<input type="checkbox"/> Useful	<input type="checkbox"/> Not very Useful	<input type="checkbox"/> Not at all Useful
Please explain your answer:				

2. Satisfaction with CNO speakers':	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Please explain your answer
a) clarity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b) responses to questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3. As a result of this teleconference, do you have a better understanding of:				
	Yes	No	Unsure	Please explain your answer
a) the components of the new QA program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b) the requirements for completing a learning plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c) the resources available to support your participation with the QA program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4. What could CNO do to improve this teleconference for future participants? _____

5. Is there specific information about the QA program you would like to see covered in future teleconferences?

6. Other comments: _____

7. Your nursing category:

- RN
- RPN
- NP
- Non-nursing
- (specify): _____

8. Your health care sector:

- Academia
- Acute Care
- Community & Public Health
- LTC & Rehabilitation
- Mental Health & Corrections
- Paediatrics
- Palliative
- Other: _____

9. Your role in your organization:

- Staff Nurse
- Nurse Practitioner
- Manager
- Administration
- Clinical Educator
- Clinical Nurse Specialist
- Other: _____

Thank you for your feedback.

Please fax the completed form to **416 928-9643** (attn: *Del Hersey*) by July 9, 2010