

QUALITY PRACTICE

A RESOURCE FOR EMPLOYERS OF NURSES

SEPTEMBER 2002, VOLUME 1 ISSUE 5
WWW.CNO.ORG

The Benefits of Nurse Involvement at CNO

As an employer, you are in the perfect position to encourage nurses to run for positions on CNO's Council and committees. Involvement at CNO not only enriches nurses professionally and personally — many have said that serving on Council or serving on a committee has been a “highlight” of their careers — but also benefits their coworkers and the facilities in which they work.

“Our facility is very fortunate to have a member of staff serving on CNO's Council,” says Karen Perkin, RN, MScN, the Professional Practice Leader for Nursing at St. Joseph's Health Care, London. “This staff member's involvement at CNO makes her an invaluable member of committees and workgroups within our own organization.”

The staff member to whom Perkin refers is CNO's current RN Vice-president Sandra Keating, who is entering her third year as a member of Council. Like all elected Council members, Keating plays an important role in the self-regulation of her profession. Through its Council and seven statutory committees, CNO decides the criteria for becoming a nurse and the standards of practice that must be met in order for nurses to practice safely and ethically.

CNO's Council members are exposed to a wide range of opinions and perspectives from across the province, both from their peers and members of the public. They come into contact with nurses who come from a wide range of workplace settings and who have diverse practice responsibilities. At St. Joseph's Health Care, Keating participates on the Nursing Council, a discipline-specific body that addresses nursing practice issues in her workplace. Perkin finds that having someone with this broad perspective present during meetings furthers informed decision-making.

“As a result of her College involvement, Sandra brings a provincial and national perspective to the table,” says Perkin. “Her contributions enable more comprehensive and detailed discussions and action-planning processes.”

Continued on page 2

2 Nurse Impostors

2 Recruitment Poster

3 What the REN Does for You and Your Nurses

3 New REN Sessions

4 PSCP™ Overview Presentations

4 Ask CNO:
“Safeguarding Confidentiality”

Nurse Impostors

Nurse employers need to be aware of individuals who have committed acts of deceit and fraud in order to secure employment as nurses. On a need-to-know basis, CNO will inform you of the names of individuals who are contravening or are being prosecuted under the *Nursing Act* and/or the *Regulated Health Professions Act (RHPA)*. These individuals are seeking, or have in the past sought, nursing employment without being registered with the College.

The College protects the designations RN and RPN and considers violations of the *Nursing Act* and the RHPA to be serious. Such actions show a disregard for the College's registration process and the law, and have the potential to place the public at risk.

According to the *Nursing Act*:

- 11(1) No person other than a member shall use the title "nurse," "registered nurse" or

"registered practical nurse," a variation or abbreviation or an equivalent in another language.

- 11(3) No person shall use the title "nursing assistant" or a variation or abbreviation of it.
- 11(5) No person other than a member shall hold himself or herself out as a person who is qualified to practise in Ontario as a nurse, registered nurse or practical nurse or in a speciality of nursing.

In addition, certain health care-related activities ("controlled acts") may only be provided by individuals who are registered with a College pursuant to the RHPA.

The individuals listed below have been, or are in the process of being, prosecuted under the *Nursing Act* and the RHPA. These individuals, if employed as nurses, pose a threat to public safety and undermine the public's right to quality nursing care.

Bridgette Cleroux – Ottawa

Christine Eleanor Inman – Hamilton

James John Gascoyne – Hamilton

Luanne Vendittelli – Toronto

Edna Ayres – Hamilton/Burlington

Carolyn Anne Flett – Hamilton/Burlington

Susan Davis – Ottawa

Marion Max-Lino – Ottawa

Sonia Mendez – Toronto

Calvin Cowan – Toronto/Mississauga

For further information, or if you are aware of any of these individuals actively working in the nursing profession, please contact Dean Benard, Manager, Investigations at 1-800-387-5526, ext. 6277.

The Benefits of Nurse Involvement at CNO *continued from page 1*

Members of Council often carry the College's mandate of public protection back to their respective workplaces. "I'm convinced that Sandra's Council-derived input has increased the consciousness of her colleagues about our accountabilities regarding public service and public protection," says Perkin. "As a result, our facility's Nursing Council is better equipped to fulfill its role as a nursing leadership team in a more effective and principle-based way."

As Keating's supervisor, Perkin also finds that Keating is a valuable resource for her nurse colleagues. "Having a member of staff so closely involved with the College is like having a little bit of the College on hand at the facility," says Perkin. "Sandra is a valued, knowledgeable resource when questions arise about College processes or the standards of practice. Sandra is also a good person to ask when we need advice on what department or who to contact at the College about a particular issue."

Employers are often concerned about the time staff are required to take away from work to participate on Council or a committee; however, Perkin has found that this is rarely a problem. "Sandra is informed of meetings and CNO commitments far in advance," she says. "We are always given plenty of time to adjust work schedules if necessary."

If another employer said to me that they had a staff member interested in running for CNO Council, I'd say support them," says Perkin. "The experiences and insight into the profession that individual will gain and put into action at your facility will benefit everyone."

Recruitment Poster

As an employer, you are in a position to encourage nurses to run for CNO Council and committees and support those who express their interest to you. Nurses who have served on CNO Council and committees claim that their work at the College has benefited their practice and given them an entirely new perspective on self-regulation.

Please display the small poster accompanying this issue of *Quality Practice* where nurses will see it. We appreciate your assistance in recruiting candidates and spreading the word that self-regulation is a privilege in which all nurses should become further involved.

For more information on CNO's Council and committees, as well as information on our election process, visit www.cno.org.

What the REN does for you and your nurses

Since 1996, CNO has provided you and your nurses with opportunities to learn about the role of the College, gain insight into the Quality Assurance program and stay up-to-date on new standards through sessions presented by the Regional Education Network (REN).

REN sessions provide opportunities to network with peers and gain insight into self-regulation, the College and the standards of practice. The information nurses receive may help them fulfil their Reflective Practice requirements and improve their daily practice.

Attendees at REN sessions are asked to complete assessment forms and provide anonymous feedback at the end of sessions. Feedback to date has been uniformly positive and indicates that REN sessions are a valuable educational tool for nurses. Nurses feel that attending sessions is definitely time well spent.

"I learned how to use CNO resources to support me when I have a question about a practice in my workplace," writes one attendee. Many attendees also appreciate having a CNO representative, who lives and/or works in their region, come to their workplace to answer questions or clarify issues face-to-face. "I liked how the presenter understood what it is like to work in this region," writes another attendee. "She was able to answer our questions and give us suggestions that were realistic and reflective of our unique situation."

Nurses also appreciate the interactivity of REN sessions and enjoy the opportunity to problem-solve, brainstorm and learn with colleagues. "The case scenarios at the end of the session helped us to work together to come up with solutions," says another attendee. "We were able to use the information in working on real situations in our own workplace."

CNO has recently added two sessions to the REN schedule. Sessions discussing the newly revised *Professional Standards* and *Nursing Documentation Standards* can now be requested by contacting the REN representative in your area. The presentation on the Quality Assurance Program has also been revised.

How to Get This Newsletter

Quality Practice is a free publication from the College of Nurses of Ontario. Its mandate is to educate and support Ontario employers of nurses. The newsletter is mailed to all Ontario nurse employers. To get your free e-mail subscription, send an e-mail to listserv@listserv.cnomail.org with the words 'subscribe QP (and your first and last name)' in the body of the e-mail. You can also sign up by visiting the CNO Web site at www.cno.org.

On the Web

Quality Practice is available in English and French. You can find both versions on the College of Nurses of Ontario Web site at www.cno.org.

Contact Us

Obtain free publications quickly using CNO's FastFax service. Simply dial 1-877-963-7502 on your touch-tone phone and follow the recorded instructions.

Our Customer Service Centre and Practice Consultants answer calls from 0830 hrs until 1700 hrs from Monday to Friday. Call 416-928-0900 (toll-free in Ontario at 1-800-387-5526). Using the automated system, choose your language of preference then select option "0" for Customer Service or option "22" to speak with a Practice Consultant.

New REN Sessions

As part of CNO's continued commitment to education and support for nurses in Ontario, the Regional Education Network (REN) is offering two new presentations, as well as an updated session on the Quality Assurance Program. These free, one-hour, interactive sessions are scheduled in a variety of settings. Contact information for the REN is on page four.

NEW: Professional Standards (PRFST)

The *Professional Standards* were recently revised and sent to all Ontario nurses. These standards provide an overall framework for the practice of nursing and link with other standards, guidelines and competencies developed by CNO. This session will highlight the professional expectations of RNs and RPNs and will identify the accountability and responsibility of nurses in relation to the seven broad standard statements including professional relationships, ethics and leadership.

NEW: Nursing Documentation Standards (DOC)

This session will highlight key points from the revised (June 2002) *Nursing Documentation Standards*. It will provide an overview of the standard and will give helpful information and guidelines on topics such as the purpose of health records, the use of abbreviations, acceptable time frames, computerized documentation, and confidentiality.

UPDATED: Quality Assurance Program

This session focuses on the responsibility of nurses to maintain continuing competence. It includes an overview of the Practice Setting Consultation Program™, Practice Review, and Reflective Practice components of the Quality Assurance Program. Self-assessment, peer feedback, and learning plans will be discussed. This is a great opportunity for nurses to learn how to fine-tune their learning plans in order to meet their annual Reflective Practice requirements.

PSCP Overview Presentations

You and your colleagues are invited to the College for a free overview of the Practice Setting Consultation Program™ (PSCP™).

The focus of these presentations is on “partnership”. We ask that you bring a senior management nurse, as well as two front line staff nurses to the presentation. Should these dates not be convenient for you, a member of the PSCP staff will be happy to come to your environment.

Presentations are being held in the College’s Council Chambers on the following dates from 1000–1130 hrs:

Date	Sector
Sept. 30	Hospital/Community/ Public Health
Oct. 31	Long-term care
Nov. 28	All sectors

Enclosed with this Issue

Included with this issue of *Quality Practice* is the document *Practice Expectations: A Guide for the Utilization of RNs and RPNs*. This publication explores the practice expectations of these two categories of nurses and outlines key decision-making factors to determine effective utilization. It replaces the 1997 publication entitled *Determining the Appropriate Category of Care Provider*.

For more background information on this document, please refer to the July 2002 issue of *Quality Practice*.

Correction

In the July 2002 *Quality Practice* article “Making Decisions about UCPs,” it was stated that UCPs can not perform controlled acts unless “the authority is delegated to them by a regulated health professional and the act is considered a routine activity of living.” This sentence should have ended: “...or the act is considered a routine activity of living.”

Write to Us

Send your comments to the Editor at the address to the left or e-mail qp@cnomail.org.

Ask CNO: “Safeguarding Confidentiality”

Q It has been brought to my attention that a nurse at our facility accessed a family member’s clinical record for personal reasons. How can I safeguard the confidentiality of client information?

A It’s inappropriate for a nurse to access client information when they are not part of the health care team. Nurses who have family members receiving care within their workplace must refrain from accessing information for which there is no professional purpose.

It is essential that you take steps to safeguard the confidentiality of client information. You and your nurses have a legislative and professional obligation to protect client confidentiality.

Clients are entitled to access, inspect, review and copy the information contained in their health record. The client may also grant the right of access to another person such as a lawyer, a relative or a friend. Clients must consent to sharing information outside the health team (e.g., with family members or friends of the client).

You can protect client records by:

- developing a secure documentation system that promotes sharing of information among team members while protecting client confidentiality;
- developing a process for clients to access their health record;
- developing a process whereby obtaining consent from the client or the person with the authority to act on the client’s behalf, to collect, use and disclose information with others outside the health care team;
- ensuring that health records are secured from unauthorized access;
- tracking or monitoring systems that allows employer to monitor access; and
- developing a system where you may audit who accesses certain records.

Nurses employed in your workplace may advocate on the behalf of family or friends receiving care from the facility. Clearly communicate to employees that there are appropriate measures to take when accessing health records and that there are formal processes in which a nurse may advocate on behalf of the family or friend to access information (e.g., speaking to the primary nurse or completing an appropriate release of information form).

It’s important that employers, nurses and other members of the health care team work in collaboration to safeguard the confidentiality of client information.

For information please see the following documents *Nursing Documentation Standards (Revised 2002)*, and the *Confidentiality Fact Sheet*.

College of Nurses of Ontario

101 Davenport Road, Toronto, Ontario M5R 3P1

Tel: (416) 928-0900 • Toll-free: 1-800-387-5526 • Fax: (416) 928-6507

Website: www.cno.org • FastFax: 1-877-963-7502 • E-mail: qp@cnomail.org

Editor Cindy Campbell

Design/Production Paul Brandeys

Managing Editor/Staff Writer Bill Clarke

Quality Practice is a free publication from the College of Nurses of Ontario. Its mandate is to educate and support Ontario employers of nurses. The newsletter is mailed to all Ontario nurse employers. To get your free e-mail subscription, send an e-mail to listserv@listserv.cnomail.org with the words ‘subscribe QP (and your first and last name)’ in the body of the e-mail. You can also sign up by visiting the CNO Web site at www.cno.org. Pour obtenir un abonnement électronique en français, veuillez envoyer un message électronique à shall@cnomail.org avec « subscribe qp français » (ainsi que vos nom et prénom) dans le texte du message.

ISSN 1496-7618

Publication Mail Agreement 40062643