

Patient Relations Committee

2024 Annual Report

Introduction: Role of the Committee

The Patient Relations Committee (“the Committee”) supports CNO’s commitment to promote safe nursing practice. The *Regulated Health Professions Act, 1991* (RHPA) outlines two specific roles for PRC:

- advise Council with respect to the patient relations program, which must include measures for preventing and dealing with patient sexual abuse
- administer funding for therapy and counselling for patients who are named in a sexual abuse complaint or report

Executive Summary

Patient Relations Program (PRP)

There were significant additions to the PRP in 2019 and 2020: new resources were added for members of the public and several resources were developed for other system partners including nurses and employers. The Committee’s 2023 annual report recommended increasing visibility of CNO’s sexual abuse resources and in 2024 resources were reviewed and updated. Also, as a result of the Committee’s feedback, in 2024 CNO developed new content through a [Dear CNO article](#), which highlighted existing resources that were also promoted through [LinkedIn](#), [Facebook](#) and [Instagram](#).

In 2024, in terms of [information and resources on cno.org that were developed for members of the public](#), this information was viewed more than 2,000 times (an increase from 2023) with visits to the [page on funding for counselling](#) nearly doubling from 2023 with over 300 views. The increase in views could be attributed to the increase in promotion of CNO’s resources. In terms of [resources for nurses and other system partners](#), this page was viewed over 20,000 times (similar to 2023).

Request for funding

In accordance with Ontario law, the Committee administers a funding program for therapy and counselling for patients who are named in a sexual abuse complaint or report. As stated in law, a finding of sexual abuse is not needed to access the funding. Any patient named in a complaint or report related to sexual abuse is notified by CNO of the option for sexual abuse funding and they are sent resources to support them in making an application for funding. In a case where the patient is unidentified (i.e. not named), CNO notifies the reporter (often an employer) so they can in turn share this information.

In 2024, the Committee approved a delegation to CNO staff to support timely decisions and administration of funding for therapy. The RHPA and regulations under the RHPA detail eligibility, which supports staff in their decision making. The legislation also specifies the amount of funding and the period of time within which funding may be provided. The Committee will review any requests where alignment with legislative eligibility is not clear or there is discretion. In 2024, four patient requests for therapy and counselling were received and approved.

Committee members:

July to December 2024
(current committee)

Tomoko Fukushima, RN
Rodolfo Lastimoso Jr., RPN
Fidelia Osime, Public Member
Patricia Sullivan, RN, Chair

January to June 2024
(2023-2024 committee)

Jay Armitage, Public Member
Rodolfo Lastimoso Jr., RPN
Fidelia Osime, Public Member
Sylvain Leduc, NP
Patricia Sullivan, RN, Chair

Staff Contact

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