

COLLEGE OF NURSES OF ONTARIO'S Employer Reference Group

**Long-Term Care Group
November, 2018**

What is the Employer Reference Group?

The Employer Reference Group is made up of nurse employers from across Ontario and representatives of the College of Nurses of Ontario (CNO) who share information and collaborate on nursing regulatory issues of mutual interest and concern.

The group consists of two sub-groups representing the long-term care sector and multi-sector areas.

The Employer Reference Group enhances professional collaboration between nurse employers and CNO and provides opportunities for education, discussion and consultation related to regulatory issues and accountability.

Introduction

The first Employer Reference Group - LTC chaired by Laura Jackson Manager, Practice Support commenced on Nov 12th 2018. The terms of reference was reviewed and approved by the group members.

Overview of CNO mandate and key regulatory processes

CNO provided an overview of its regulatory functions which included CNO'S role, mandate and processes. CNO regulates the profession of nursing in Ontario and our main regulatory functions contribute to public protection. Implementing the following regulatory functions helps the CNO and the profession maintain safe and ethical nursing practice and public confidence in nurses and nursing. These functions include:

- Establishing requirements for entry to practice
- Articulating and promoting the standards of practice
- Administering the Quality Assurance program
- Enforcing the standards of practice and nurses' conduct

Group's Evaluation Plan

The evaluation plan will be ongoing with qualitative and quantitative analysis every 6 months. Evaluation will focus on participants understanding of how decisions are made at the College and about regulatory practices. Members expressed that they would like more information from the College regarding professional conduct processes and would like to be more engaged with the College.

Professional Conduct: Understanding the Reports and Complaints processes highlights

CNO provided an in-depth overview on the Reports and Complaints process. CNO discussed how the College receives information about a nurse and what happens with that information.

GROUP MEMBERS

Mary Brazier
Revera Inc.

Maggie Bruneau
Providence Healthcare
Providence, St. Joseph's, St.
Michael's Network

Luciana Capita
Chartwell Gibson Retirement
Residence

Cindy Brouillette
Au Chateau - Home for the Aged
Sturgeon Falls

Helen Lampi
City of Toronto Long Term Care
Homes Castlerview Wychwood
Towers

Heather Lee
Sioux Lookout Meno Ya Win
Health Centre

Lisa Marcovici
Jewish Home for the Aged
Baycrest Health Sciences

Janis Shkilnyk
Middlesex Terrace Limited
Long Term Care

Lee Mesic
Pioneer Ridge Long-Term Care
and Senior Services
Thunder Bay

Tim Siemans
Radiant Care

Reports

- The College receives mandatory and non-mandatory reports. Employers, Facility Operators and Nurses have mandatory reporting obligations according to the Regulated Health Professions Act, 1991 to ensure the College is alerted if there is a concern that a nurse is not practising safely. These reports about a nurse may come from anyone including employers, anonymous sources, the media, or the police. Regardless of the source, all reports are reviewed when received to assess level of risk to the public based on the information presented.
- To initially assess the level of risk, it is helpful when the nurse is clearly identified and that the letter of report includes detailed information about the specific incidents, consequences to clients, and the nurse's response.
- Next, the College follows up on the information by way of an informal investigation. Throughout the follow up process, an assessment of risk is being done. Once all of the information is obtained the Executive Director reviews the report along with any information about the nurse that the College may have previously received. The Executive Director assesses the level of risk to the public and determines an appropriate regulatory response. The outcome is confidential privy only to the member and the College.

Complaints

The Complaints Process is another important way that the CNO receives information about the nursing practice and conduct of its members. CNO does not have the authority to close the complaint without taking some action. Complaints can be made by a client, a client's substitute decision maker, power of attorney, legal guardian an executor or by a third party (*E.g. family member*) and cannot be made anonymously. If a member is contacted about a complaint they must respond to the College. The matter is assessed to determine that it is about a nursing issue. Once the member has been identified several steps are taken to reach an outcome.

For more information on the Reports and Complaints process please see the [CNO website](#).

GROUP MEMBERS

Janet Anderson
College of Nurses of Ontario

Laura Jackson
College of Nurses of Ontario

Farah Ismail
College of Nurses of Ontario

Carlyn Tancioco
College of Nurses of Ontario

Alexandra Peros
College of Nurses of Ontario

Emerging Trends

CNO reviewed the emerging trends observed in Practice Support from employer inquiries in the long-term care sector. Based on statistics collected from January 2017 to October 2018, the average number of practice support inquiries that were received by email were 545 inquiries per month. Approximately 65% of these emails are received from nurses.

Primary resources used to support and guide stakeholders in long-term care include:

- Professional Standards (e.g., questions about what their overall accountabilities are as a nurse)
- Medication (e.g., questions about safety and competence of a medication practice such as dispensing)
- Non-Practice Issues (e.g., questions about workload, staffing)
- Authorizing Mechanisms (e.g., questions about different types of authorizing mechanisms such as delegation or a directive)
- Other (e.g., assistance with Employer Nurse Renewal Verification forms)

Examples of questions brought forward by the group

- ✓ Where can they access resources and information?
- ✓ Does CNO get involved in how many hours of onsite training a student receives?
- ✓ Workplace violence in LTC is very challenging having standards in place would be very helpful. What are employer obligations in addressing this issue?
- ✓ If a complaint is withdrawn is there still a record of that complaint?

CNO is in the process of creating a FAQ document to be posted on the Reference Group webpage. These and other questions will be addressed on that page.

The next meeting is schedule for: **Feb 19, 2018 9:30am – 11:30am**