

When you have standards,
you have accountability.



**COLLEGE OF NURSES
OF ONTARIO**

**ORDRE DES INFIRMIÈRES
ET INFIRMIERS DE L'ONTARIO**

THE STANDARD OF CARE.

Let's Talk About Accountability: Partnering Regulation with Practice

Nursing Leadership Network

March 21 & 22, 2013

Angela McNabb, RN, Outreach Consultant

Barbara Czerniawski, RN, Outreach Consultant

Copyright © College of Nurses of Ontario, 2013

Objectives

Participants will:

- Be able to identify key regulatory issues and trends related to accountability for practice
- Understand how the regulatory body can work in partnership with nurses to increase understanding of accountability for practice and how it promotes public confidence in nursing
- Be able to describe how nurses can work collaboratively to enhance their nursing practice and protect the public.

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



Standard Statement: Accountability

Each nurse is accountable to the public and responsible for ensuring that her/his practice and conduct meets legislative requirements and the standards of the profession.

Accountability vs. Responsibility

- The terms are often used interchangeably
- The dictionary defines responsibility in part as being accountable and accountability in part as being responsible
- When it comes to being a nurse there is a distinction.

Accountability

‘A wider view of accountability is that it is an inherent confidence as a professional that allows a nurse to take pride in being transparent about the way he or she has carried out their practice.’ Caulfield (2005)

Demonstrating Accountability

- Identify yourself and explain your role to clients
- Provide, facilitate, advocate and promote the best possible care for clients
- Maintain competence and do not perform activities you are not competent in
- Seek assistance appropriately and in a timely manner
- Share nursing knowledge and expertise with others to meet client needs
- Take responsibility for errors when they occur and take appropriate action to maintain client safety.

Why are we Here.....

- 2006 Outreach Program started
- Identified through consultations underlying theme indicates that nurses continue to struggle with understanding the concept of regulatory accountability in practice.

How did we Find this Information

- Focus groups
- Small group discussion
- Issues identified with lack of understanding for accountability.

Themes - Accountability

- RN and RPN role clarity (conflict)
- Lack of awareness of the standards
- Confusion as to how the standards apply in non-traditional practice settings
- Misunderstanding of what accountability for practice means.

Scenarios

- Four scenarios based on the themes
- Five to six per group
- Assign a note taker per group
- 15 minute small group discussion
- Fifteen facilitated large group discussion

RN and RPN Scenario

You are the manager of ABC program. Due to a recent restructuring initiative, your program has added RPNs to the inter-professional team. Up until now the program consisted of RNs only. This recent change has placed increased stress on the working relationships on the team. Many staff members are unclear how RN and RPN work will be differentiated.

Conflict Management

Nurses have a commitment to each other. Nursing is one profession with two categories of registration: RPNs and RNs.

Ethical nurses are concerned about the well-being of nursing colleagues, and therefore respectful toward one another. Respectful behaviour among nurses contributes to the best possible outcomes for clients.

Demonstrating knowledge of and respect for each other's roles, knowledge, expertise and unique contribution to the health care team.

Collegial Relationships

ABC program has been undergoing significant changes recently. As a result the staff are experiencing stress. Today nurse A overheard nurse B state to a client in a harsh voice, “I don’t believe you John! Everyday we go over and over the same things...don’t you get it?”

Nurse A is shocked but reluctant to address nurse B about what she heard. As the day progresses she finds herself thinking that her colleague must be under a lot of stress and would not have acted like that otherwise.

Collegial Relationships Cont'd

Nurse A goes home at the end of her shift then goes on Facebook. Her status update is, “Tough day at work! Glad I am not a patient at ABC program...management is out of hand! It is driving the nurses so crazy that they are taking it out on the clients.”

Relationships

Nurses need to remember that the foundation of nursing care is the therapeutic nurse-patient relationship, which contributes to the patient's well-being and health. This therapeutic relationship is threatened whenever there is conflict, either with the patient, their family, friends or colleagues. It hinders communication, collaboration, and teamwork.

Relationships Cont'd

Nurses need to remember that they share the responsibility with their employers to create a healthy workplace environment, ensuring conflict does not negatively affect the patient's health or the interactions between colleagues. By becoming more accountable, nurses are able to decrease, if not eliminate conflict in their organization by utilizing good communications skills and assisting in facilitating conflict resolution between individuals. (CNO, 2006).

Horizontal Violence

An newly graduated RPN is experiencing verbal abuse from a more experienced RN in the practice setting. The RPN is feeling insecure and afraid to come to work. She comes to you as one of the unit leaders to discuss her concerns and seeks guidance. What should each nurse be doing and, as the leader, how would you help?

Professional Conduct

Reflection

When clients sense an atmosphere of tension among nursing staff, they may feel uncomfortable asking for help or lose confidence that their care is a priority.

Feedback

When receiving feedback, as a professional, nurses need to consider the comments and attempt to address them.

Be open to receiving feedback.

Maintaining Continuing Competence

Shawn, an RN, is working in a practice environment that pays for employees' on-going education. However, fiscal restraints have lead the department to eliminate this benefit. Shawn feels it is his employer's responsibility to provide him this assistance and pay for his time to complete his CNO QA requirements. He comes to you to with his concern. How would you respond and encourage Shawn to complete his on going competence?

Quality Assurance Program

- A nurse assumes responsibility for her/his own professional development and for sharing knowledge with others
- All nurses are accountable for their own decisions and actions and for maintaining competence throughout their career
- Continuing competence is the foundation of the Quality Assurance Program at CNO.

Let's Hear From You!

- What are the challenges you are encountering?
- What strategies have you already implemented?

Accountability in Action

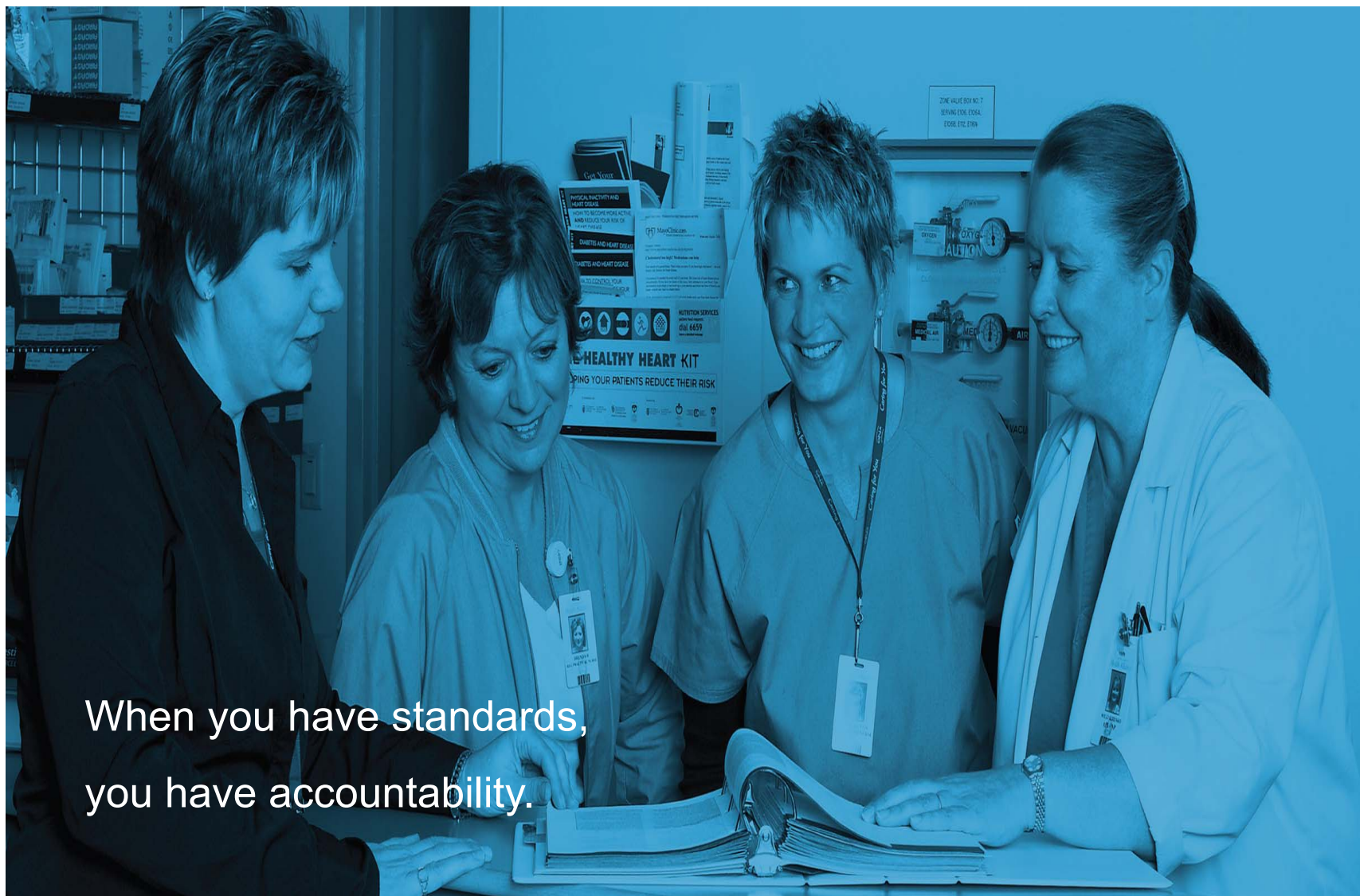
“As a nurse, you’re accountable for maintaining the public’s confidence in individual nurses and in the profession,” says Karen Puckrin, RN, Manager of Reports.

“To continue to deserve this confidence, nurses have a duty to uphold the standards of the profession and to conduct themselves in a manner that reflects well on the profession.”

Contact us!

- The Learning Centre at www.cno.org
- Online Learning Modules
- Teleconferences or web-based meetings
- Practice Support Line 416-928-0900 x6397
or 1-800-387-5526
- Outreach consultants





When you have standards,
you have accountability.