

Notice of Censure

Lillian Koley (formerly Lillian Hall)
CRNM #125401

The investigation committee censured the member with respect to:

1. Failing to be accountable for her registered nursing practice and conduct and practicing in a manner not consistent with the *Standards of Practice for Registered Nurses* or the *Code of Ethics for Registered Nurses* by:
 - a) purporting to provide advanced ITLS training in September 2010, knowing that the requirements for the training were not met and therefore registrants for this training could not receive the certification they sought; and
 - b) when later confronted with the deficiency in the training, the member provided false information.

2. Failing to be accountable for her registered nursing practice and conduct and practicing in a manner not consistent with the *Standards of Practice for Registered Nurses* or the *Code of Ethics for Registered Nurses* by:
 - a) conducting an advanced ITLS training session in March 2010, and thereafter providing successful registrants of this training with certificates which contained inaccurate and incorrect information. Specifically, the certificates the member provided indicate the name of a Medical Director who did not act as a Medical Director for that training session.

Relevant Facts

In 1999, the Manitoba Chapter of the International Life Support (ITLS) was formed. The member was a co-founder and also held the position of Manitoba Chapter Coordinator until 2005.

ITLS course requirements include the following:

- All courses require approval from the Manitoba Chapter Coordinator and must have an approved Course Coordinator and Medical Director;
- The Medical Director is required to be available for consultation during the delivery of the Basic Course;
- The Medical Director is required to be present at an Advanced Station and Testing for the Advanced Course;
- ITLS Basic Cards identify the Medical Director that was available for consultation during the course delivery;
- ITLS Advanced Cards identify the Medical Director that was present during the course delivery;
- The Course Coordinator is required to ensure that the cards are signed by the Medical Director (all cards require the Medical Director Signature).

The member contracted in September 2010 with the North Eastman Health Association to deliver both the Basic and Advanced ITLS courses. As the Course Coordinator, the member was to facilitate, provide components of, and ensure the necessary resources were available for delivery of the ITLS Basic and Advanced courses to a multidisciplinary team.

Prior to commencing the Advanced ITLS course, the member was aware that she had not arranged for a Medical Director to be present and therefore could not issue Advanced ITLS Certificates to those persons enrolled in the advanced course. The member was aware that 18 out of the 29 registrants had registered for Advanced ITLS training.

Subsequent to the training session being completed, a representative of the Association contacted the member and enquired why only Basic ITLS Certificates were issued and why registrants for the Advanced component did not receive Advanced Certificates. The member's reply to this enquiry indicated, in part, "my Medical Director had an emergency on Sunday and could not make it." The member knew this statement was false.

In March of 2010, the member provided Advanced ITLS training in Selkirk between March 12th and 14th, 2010. The successful registrants in the Advanced portion of the training received certificates from the member which inaccurately indicated the identity of a physician as Medical Director who was not present during the training sessions.

Relevant Standards of Practice for Registered Nurses and the Code of Ethics for Registered Nurses

The member did not meet the following CRNM's *Standard of Practice for Registered Nurses*:

- **Standard I: Professional Responsibility and Accountability**
Registered nurses are responsible and accountable for their nursing practice and conduct.
 - Indicators:
 1. Meet the requirements for registration with the College of Registered Nurses of Manitoba and appear on the practicing register.
 2. Practice in a manner consistent with the Registered Nurses Act, the *Standards of Practice for Registered Nurses*, the *Code of Ethics for Registered Nurses (Part I)*, *Professional Boundaries for Therapeutic Relationships*, and other provincial and federal legislation.
 5. Take personal responsibility for professional conduct and fitness to practice.
 7. Promote a practice environment that supports professional responsibility, accountability, and development.

- **Standard II: Competent Application of Knowledge**
 Registered nurses base their practice on the application of current knowledge from the sciences, the humanities and other disciplines.
 - Indicators:
 9. Use critical thinking to assess client status and respond to actual or potential health problems or health promotion needs, and plan nursing interventions with a client-centered focus.
 10. Assist clients to obtain appropriate information and services.
 11. Support clients to make informed decisions.

- **Standard III: Competence in Nursing Practice**
 Registered nurses use appropriate knowledge, skills, attitudes, and judgment in the practice of nursing.
 - Indicators:
 13. Use critical thinking to perform interventions safely and accurately, evaluate outcomes, and modify interventions according to evaluation.

- **Standard IV: Communication and Collaboration**
 Registered nurses communicate and collaborate with clients, health care professionals, and others in providing nursing services.
 - Indicators:
 17. Respect and support the roles of clients and other care providers.
 19. Communicate and consult with clients, the nursing team, and other members of the health care team for the delivery of safe, competent, and ethical care.

- **Standard V: Ethical Practice**
 Registered nurses promote and uphold the ethical standards of the nursing profession.
 - Indicators:
 24. Practice in accordance with the values outlined in the Code of Ethics for Registered Nurses (Part I):
 - A. Providing Safe, Compassionate, Competent and Ethical Care**
 Nurses provide safe, compassionate, competent and ethical care.
 - Ethical responsibilities:
 1. Nurses have a responsibility to conduct themselves according to the ethical responsibilities outlined in this document and in practice standards in what they do and how they interact with persons receiving care as well as with families, communities, groups, populations and other members of the health care team.
 2. Nurses engage in compassionate care through their speech and body language and through their efforts to understand and care about others' health-care needs.

5. Nurses admit mistakes and take all necessary actions to prevent or minimize harm arising from an adverse event. They work with others to reduce the potential for future risks and preventable harms.
6. When resources are not available to provide ideal care, nurses collaborate with others to adjust priorities and minimize harm. Nurses keep persons receiving care, families and employers informed about potential and actual changes to delivery of care. They inform employers about potential threats to safety.

C. Promoting and Respecting Informed Decision-Making

Nurses recognize, respect and promote a person's right to be informed and make decisions.

- Ethical responsibilities:
 2. Nurses, to the extent possible, provide persons in their care with the information they need to make informed decisions related to their health and well-being. They also work to ensure that health information is given to individuals, families, groups, populations and communities in their care in an open, accurate and transparent manner.

D. Preserving Dignity

Nurses recognize and respect the intrinsic worth of each person.

- Ethical responsibilities:
 1. Nurses, in their professional capacity, relate to all persons with respect.

F. Promoting Justice

Nurses uphold principles of justice by safeguarding human rights, equity and fairness and by promoting public good.

- Ethical responsibilities:
 3. Nurses do not engage in any form of lying, punishment or torture or any form of unusual treatment or action that is inhumane or degrading. They refuse to be complicit in such behaviors. They intervene, and they report such behaviors.
 4. Nurses make fair decisions about the allocation of resources under their control based on the needs of persons, groups or communities to whom they are providing care. They advocate for fair treatment and for fair distribution of resources for those in their care.

G. Being Accountable

Nurses are accountable for their actions and answerable for their practice.

- Ethical responsibilities:

1. Nurses, as members of a self-regulating profession, practice according to the values and responsibilities in the *Code of Ethics for Registered Nurses* and in keeping with the professional standards, laws and regulations supporting ethical practice.
2. Nurses are honest and practise with integrity in all of their professional interactions.
8. Nurses identify and address conflicts of interest. They disclose actual or potential conflicts of interest that arise in their professional roles and relationships and resolve them in the interest of persons receiving care.

On these facts, the investigation committee records its disapproval of the lack of professionalism and honesty in failing to adhere to the ethical values and standards of practice as required in the *Standards of Practice for Registered Nurses* and the *Code of Ethics for Registered Nurses*. The investigation committee believes that the censure should be published as it will alert past ITLS basic and advanced course participants, agencies, or facilities that they should validate that the course met the standards set by the ITLS Manitoba Chapter.