



College of
Registered Nurses
of Manitoba

Registered Nurse Responsibilities Related to Professional Practice Issues

A professional practice issue is any issue or situation that either:

- compromises client care/service by placing a client at risk; and/or
- affects a registered nurse's ability to provide care/service consistent with College regulations, practice directions, *Code of Ethics* and other provincial and federal legislation.

All RN and RN(NP)s – direct care providers, managers, educators and researchers – are expected to provide leadership in the identification and resolution of professional practice issues.

What are the principles in managing professional practice issues?

- Validate the facts of the situation. The information you initially receive may reflect just one aspect or one side of an issue.
- Be specific in defining the issue. Focus on the risk to safe, ethical care. The practice expectations are an excellent starting point for defining a practice issue. You can consult with one of the College's quality practice consultants to clarify the issue in terms of meeting the practice expectations outlined in the applicable practice directions.
- Work to resolve the issue directly with the person/people involved using a constructive and collaborative approach. Involve others only as necessary.

- Report the issue as required by legislation and facility policy. Refer to the document **Duty to Report** if you are unsure if you should report a registered nurse to the College.
- Keep detailed notes of discussions and actions taken.

What should I do if the issue can't be resolved with the person/people directly involved?

- Present the issue to the next organizational level. When presenting the issue:
 - Clearly state the issue. Refer to specific details about the risk to clients and/or inability to provide care consistent with the practice expectations to help articulate implications for client/patient safety and professional practice.
 - Describe the factors, such as people, departments, resources, processes and policies, that impact on the issue. If you are a manager, consider the need to obtain further information. You may wish to consider administering a chart review, incident analysis or investigation. Refer to the Canadian Patient Safety Institute for information about the **Canadian Incident Analysis Framework**.
 - State whether the situation is recurrent or is likely to recur.
 - Identify resources which might be helpful to resolve this issue.

- State your expectations for change and resolution of the issue.
- Indicate your commitment to helping resolve the issue.
- Participate in resolving the issue by making suggestions and implementing constructive solutions.

What should I do if the issue is still not resolved in a reasonable period of time?

- Put your concerns in writing. You may need to forward your concerns about the professional practice issue to another person within your organization who has the authority to address the issue.
- Continue to work constructively toward resolution of the issue. This can involve collecting and communicating data of the impact on client safety.

Resources

For a complete list of practice directions and support documents visit the **CRNM resource page**.

References

Association of Registered Nurses of Newfoundland and Labrador. **A Toolkit for Resolving Professional Practice Issues**. 2018.

Canadian Patient Safety Institute. **Canadian Incident Analysis Framework**. 2012.

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