College of Registered Nurses of Manitoba

Continuing Competency Program Workbook

ANNUAL CCP REQUIREMENTS: *For all RNs*

CCP REVIEW SECTION*: For RNs selected for the CCP Review*

For the purpose of this document, the term RN also refers to RN(NP).

Program Overview

The Regulated Health Professions Act (RHPA) sets out our responsibilities. Under this legislation, we are required to have a continuing competency program (CCP) for registered nurses that promotes high standards of knowledge, skill and ethical practice.

RNs are required to complete the CCP every year. The program is an opportunity for you to reflect on your nursing practice and lead your own learning. Throughout the year, our CCP team is here to support you during the process.

The program is a supportive program; it promotes and supports opportunities for learning and development.

What does the College already believe and assume?

- All RNs are committed to obtaining the knowledge, skill and judgment they need in order to provide safe, competent and ethical care.
- Self-reflection improves empathy, listening, critical thinking and decision-making skills. It also allows RNs to improve their communication with others and enhances their leadership qualities.
- RNs maintain and enhance their competence through self-reflection, lifelong learning and integrating that learning into their practice.
- RNs who take time to reflect on their practice provide quality nursing care.
- Manitobans expect RNs to be current and competent in their practice.
- Our *Practice Expectations for RNs* provide a foundation for the program and describe reasonable and prudent nursing practice.

We keep all information about an RN's continuing competency confidential. You can choose to share this information with your employer(s) if you wish. While the program is a requirement under legislation, it's also intended to support you in your professional development and commitment to lifelong learning.

What are the goals of the program?

The CCP has three goals:

1. **Encourage self-reflection:** RNs are able to assess their nursing practice by completing a self- assessment, as well as receive feedback on their practice from peers and clients. Through self-reflection, RNs will develop skills in self-directed learning, increase their motivation to learn and improve the quality of care they provide.
2. **Enrich practice:** RNs have the opportunity to learn something new that they can use in their practice.
3. **Address learning needs:** RNs demonstrate a commitment to lifelong learning by taking action on what they discover about their practice (i.e. through self-reflection, feedback from others and goal setting).

*The program **does:***

- involve a team at the College who is committed to supporting RNs as they complete the program
- encourage RNs to reflect on their practice in relation to the practice expectations
- provide RNs with a framework to integrate self-directed learning into their practice
- provide RNs with the opportunity to obtain feedback about their practice from their colleagues and clients
- provide RNs with resources to maintain and enhance their practice in relation to the practice expectations
- ensure RNs are aware of relevant jurisprudence (i.e. legislation, regulations, standards, policies) that affects their practice

*The program **does not:***

- assess an RN's fitness to practise
- assess if an RN is meeting the requirements of their current or former employment

Annual Requirements for all RNs

Let's look at what RNs must complete as part of the program.

Each year, you document your ongoing learning in our CCP forms, which have four parts:

1. **Part A: Self-assessment:** assess one's nursing practice through a questionnaire
2. **Part B: Learning plan:** set self-directed learning goals, decide on learning activities and explain how they impact nursing practice

- Legislation identifies that these forms must be kept for the current year and the previous four years.

3. **Part C: Jurisprudence learning module:** complete the module and record any key learning concepts

4. **Part D: Learning activities (optional):** keep track of any extra learning activities completed beyond the learning plan

To practice in the upcoming year, you need to renew your certificate of practice by Dec. 1. As part of this process, you need to complete parts A, B of these forms and the mandatory annual jurisprudence module. We'll dive into these components over the next few pages.

Part A: Self-Assessment

What is the purpose of a self-assessment?

The self-assessment allows you to reflect on and evaluate your practice in relation to the *Practice Expectations*. Remember, there are no right or wrong answers. Completing a self-assessment helps you identify your personal and professional strengths and any areas where you can improve. It also allows you to reflect on your own beliefs, attitudes and values and consider how they influence your practice.

Who is your client?

Identify who your client is before you complete your self-assessment. Your client is the beneficiary of your care and/or service and may be an individual, family, group, community or population. Remember, your client is also an important member of the entire health-care team.

In some clinical settings, client may be referred to as a patient or a resident. Depending on your registered nursing domain, client may also refer to a nursing student, research subject/participant or another RN or RN(NP).

You apply the nursing process in your practice, planning the needs of clients through assessment, diagnosis or determination, planning, implementation, and evaluation. The principles of client-centred practice in a clinical practice setting also apply in other domains such as administration, education, and research.

What else do you need to know?

- You must complete the self- assessment applicable to your membership class and notation (if applicable). If you changed membership class or received a new notation (e.g. RN(AP)) prior to October 1 you must complete the self-assessment for the membership class or notation you wish to renew.

- If you select "not applicable" to the indicators on your self-assessment, please get in touch with us as your practice may not be RN practice.

- Keep your forms for the required five years and compare your scores from one year to the next to evaluate if you are maintaining or improving your practice in relation to the practice expectations.

Part B: Learning Plan

What is the purpose of a learning plan?

A key goal of regulation is ensuring that RNs practise in a safe, competent, and ethical manner. Registered nursing is a self-regulated profession, which means it's important we maintain high standards to serve and protect the public interest.

Participating in self-reflection and completing a learning plan demonstrates to the public that you are engaged in lifelong learning and committed to enhancing your practice. By identifying learning goals and creating a plan to achieve those goals, you can focus on specific areas of your practice that you want to improve.

Your learning plan gives you the opportunity to:

- grow as a professional by identifying a learning goal that is relevant to **your** practice setting, but one that is **beyond what your employer requires** you to complete (i.e. your learning needs to be self-directed so choosing a learning goal that your employer already requires you to do would not meet expectations)
- document how your learning impacted your practice and assess whether you met your goal.

You're learning and activities need to be self-directed so choosing a learning goal or activity that your employer already requires you to do would not meet expectations.

- ***Examples include keeping up to date on procedures, CPR courses, ACLS, PALS, etc.***

What are the components of the learning plan?

Goal Setting: Set one learning goal to enhance your current practice

If you are having difficulty identifying a learning goal, consider asking yourself:

- What learning opportunities foster meaning and professional growth?
- What can I learn to enhance my practice?
- What can I learn to positively impact client care in my practice area?
- What am I curious about?

Consider beginning your statement with:

- I will **learn how** to…
- I will **enhance** my knowledge related to…
- I will **develop** the new skill of…

To make sure your learning goal will enhance your practice. Ask yourself:

- Will my goal **increase** my knowledge and understanding?
- Will my goal **improve** my problem-solving or critical thinking skills?
- Will my goal **impact** my attitude, feelings, or emotions?
- Will my goal **enhance** my nursing practice?

If you answer "no" to all these questions, your goal may not be a learning goal. You are welcome to contact us at ccp@crnm.mb.ca if you need help creating a learning goal.

When setting a goal, we recommend you follow the SMART principle, which informs the reader the specific **what** you want to learn, **why** you want to learn it, **how** you are going to attain the knowledge, and **when** this will occur:

- **Specific:** Setting a specific learning goal will increase the chances of you being able to achieve your goal. The reader must clearly understand exactly what you want to learn.
- **Measurable:** How will you know when you have achieved your goal? What results will you see when your goal is achieved?
- **Attainable:** Set a learning goal and learning activity that can be completed by Dec. 1 of the current year.
- **Relevant:** Is your learning goal related to your current role and responsibilities? If you are not currently working, make sure you choose a learning goal that helps prepare you for your return to work.
- **Timely:** Tracking your progress ensures you stay on track and have enough time to complete and reflect on your learning before Dec. 1 of the current year.

An example of a SMART learning goal: I will learn at least three signs or symptoms of caregiver stress and two interventions related to managing it by Oct. 1. This will help me provide enhanced care to families at risk of or who are already experiencing caregiver stress.

Why is this a good goal?

- It is specific - the reader can clearly understand what the individual wants to learn
- It is self-directed – this is not something the individual is expected to do
- It is attainable – this is something that can be completed within the time frame
- It is relevant – it demonstrates how this care will be able to improve their current practice

Learning Activities: Complete at least one learning activity related to your learning goal.

Learning activities need to occur during the current year and be completed by December 1st (when renewal closes). Activities that occur outside this time frame would not allow you to meet criteria.

Activities need to be self-directed. They enhance your learning above and beyond what is already provided or expected of you, and they help you attain your goal. For example, identifying a wound care course on the learning management system (LMS) that is already required is not a self-directed activity.

How many activities do you need to have? This depends on you. You are the one that will know when you have accomplished your goal, and if one activity allows you to accomplish your goal and provide an impact on your practice. Then one goal is enough.

Your learning activities can be formal or informal, but you must document information about them on your CCP form. You cannot state – I read 3 articles; I watched a video. Here are some ideas:

- reading journal articles or textbooks (identify topic titles/journals/textbooks)
- attending workshops or conferences (identify name of workshop or conference)
- seeking peer feedback (identify the type of feedback you sought, and the response you received)
- networking with subject matter experts (identify title of individual such as pharmacist, Occupational Health Nurse)
- attending seminars or in-services (identify name of seminar or in-service)
- watching a video (include title, and URL if online)
- reviewing online information (include title and URL)
- participating in a clinical case study (identify information on the study)
- enrolling in continuing education courses (identify the course)

We do not require proof of the activities, but they must be clearly identified, and able to be searched.

- **Reminders:**
- you cannot use the jurisprudence modules as a learning activity; this is an annual requirement and therefore not considered self-directed.
- Do not state your activities as a learning goal, for example, I will read three articles on depression. This would not meet criteria as you need to identify why you are reading these articles.

Impact on Practice: Documenting the impact on your practice.

This section provides an opportunity for you to reflect on your learning and evaluate if you met your goal and identify the impact on your practice. You are identifying what you learned and the impact of this learning on your practice. It is not a retelling of what you did.

If you are currently working, you should allow enough time to integrate your learning into your practice before documenting it in this section of your forms. This will allow you to reflect upon and evaluate if integrating the learning enhanced your practice.

If you are not currently working or you have not been in a situation to implement your learning, you will identify the key learning(s) and identify how you will integrate your learning(s) into your practice and the expected outcome.

To begin the reflection process, you may consider asking yourself the following questions:

- Did I meet my goal? If your goal does not relate to what you learned, change your goal to represent what you learned.
- What new information did I learn?
- How am I integrating what I've learned into my practice, or how will I implement it into practice?
- What am I going to do differently?
- Did I share my new knowledge with others?
- The impact statement is **not** the retelling of what you did to meet your goal. A well-developed impact statement clearly articulates that your learning goal was met, and your practice was enhanced due to your learning.

How can I evaluate my learning plan to make sure it meets expectations?

The scoring rubric that is used to assess your learning plan is available on page 10. Use these resources to make sure your learning plan meets the criteria.

If you're still not sure that you completed your learning plan correctly, feel free to get in touch with us so we can help. Remember, we're here to support you throughout this process.

Part C: Jurisprudence Learning Module

Jurisprudence is a legal term that refers to studying the law. For our purpose, jurisprudence is about ensuring you are aware of legislation, regulations, standards, and policies that affect your registered nursing practice. You can use this section of the forms to take notes while completing the current year's required module.

Jurisprudence is an annual requirement; therefore, it cannot be used as an activity for your learning plan.

More information about the jurisprudence learning module is available on our website.

Part D: Learning Activities (Optional)

Use this section to keep track of any learning activities you complete that are not related to your learning plan in Part B.

Learning Plan Scoring Rubric

CCP reviewers use the following rubric to evaluate an RN or RN(NP)'s learning plan.

Learning plan	No	Yes	Exemplary
Does the learning plan include a self-directed learning goal that enhances the quality of current practice? *(Needs to go above and beyond the learning that is required to maintain practice both by employer and)*	• There is no learning goal listed (activities are not learning goals) **or** • The goal is not self-directed **or** • The goal is too vague to identify the learning need **or** • The goal listed is not relevant to the activities or impact statement	• The learning goal is clearly self-directed, specific and directly related to the RN or RN(NP)'s learning activity(ies) and impact on practice *It is recommended that goals be SMART (Specific, Measurable, Attainable, Relevant and Timely). SMART goals help to clearly identify what you are learning, and why this is important.*	• The learning goal is clearly self-directed, specific, and directly related to the RN or RN(NP)'s learning activity(ies) and impact on practice **and** • The learning goal is unique or innovative
Does the learning plan include evidence of at least one completed learning activity?	• There is no evidence of a completed learning activity from Jan. 1 to Dec. 1 of the registration year **or** • The activity(ies) do not reflect the goal **or** • The activity(ies) are not self-directed **or** • The activity(ies) are not clearly identified (state article was read, or a webinar attended but do not identify the names or include the URL)	• A completion date between Jan. 1 to Dec. 1 of the registration year is documented **and** • Evidence exists within the impact on practice statement regarding the completion of a learning activity(ies) **and** • Activity(ies) are clearly identified	• The specific titles and completion dates for the learning activity(ies) clearly relate to the goal and impact on the RN or RN(NP)'s practice
Does the learning plan identify that completing the learning activity impacted or will impact the RN or RN(NP)'s practice?	• There is no evidence of learning that impacted the RN or RN(NP)'s practice	• There is evidence that the RN or RN(NP) completed learning, and demonstrate how this impacted, or will impact their practice	• The learning plan had excellent flow, presentation and the impact on the RN or RN(NP)'s practice is clearly articulated **and/or** • It is evident that client care has been improved because of the RN or RN(NP)'s learning

CCP Planning Timeline

Below is a suggested timeline to help you plan and complete your CCP activities:

Dec. 1 – January	• Download the CCP forms for the upcoming year • Complete your self-assessment • Begin your learning plan by setting at least one learning goal and activity
March	• Review and update your learning plan • Is your learning goal still applicable? Are you on target to complete your learning activity?
April	• Complete the current year's jurisprudence learning module, and ensure your CRNM Profile shows the module is complete
July	• RNs selected to participate in the CCP review are notified by email
September	• Complete your learning plan, including an explanation of how your learning impacted your practice
October – Dec. 1	• Complete your online renewal application • Ensure your CCP requirements are complete before you declare it on your online renewal application • Ensure you've completed the necessary jurisprudence learning module

CCP Resources

- CCP forms
- Continuing Competency Program
- CCP Forms Tutorial
- CCP Journey
- Self-Assessment Resources & Reflection Exercise
- Examples of learning plans
- CCP review FAQs
- CCP review outcomes
- *Practice Expectations for RNs*
- *Practice Expectations for RN(NP)s*
- *Practice Expectations for RN(AP)s*

CCP Review (and Multi-Source Feedback)

Each year, all RNs are required to complete their CCP requirements (jurisprudence, self-assessment, and learning plan). In addition to this, there are RNs who are randomly selected to participate in the CCP Review, which includes a review of the learning plan and participation in multi-source feedback.

The review is a **supportive process** and is not disciplinary in nature. How one does in the review, does not impact an RN's licence. Rather, it's an opportunity to learn more about your practice as you receive feedback from your clients and colleagues.

If you're required to complete the CCP review, including multi-source feedback, you will be notified by email in July and sent a package with detailed instructions to your preferred mailing address in September.

Continue reading through this workbook to learn more about the CCP review and multi-source feedback. Remember, you only have to complete multi-source feedback if you're selected for the review or have been referred to the program.

CCP Review Timeline

July	• RNs selected for the review are notified by email. If you receive an email letting you know you've been selected for the review, you should review this workbook in detail to learn more about what you'll need to do.
September – November	• Your multi-source feedback package is mailed to you. When you receive your package, follow the instructions in the included letter and use this workbook as a resource too. • Participate in multi-source feedback.
Oct. 1 – Dec. 1	• You can complete your online renewal application during this time. Before you log in to renew, make sure you have already completed your jurisprudence, and Parts A and B of your CCP forms as you will be asked to enter this information into your online application. In mid-December, your learning plan will be reviewed using the scoring rubric and we'll enter the results into our database.
January – February	• The results from multi-source feedback are collated and your multi-source feedback report is created. We will email you these results in February. See the list of possible outcomes of the review on page 24.
March – May	• We follow up with anyone who did not meet the review requirements and work with them to complete next steps based on their outcomes.
May – July	• During this time, our Continuing Competency Committee reviews files of RNs who completed a competency-based interview and determines if there are any additional activities an RN still needs to complete. These activities may include completing course work, attending a workshop, writing a reflective paper, or any other remedial activity the Committee determines to be appropriate.

About Multi-Source Feedback

Multi-source feedback focuses on communication and professional behaviour. The multi-source feedback questions are based on the *Entry-Level Competencies for Registered Nurses*. Receiving feedback about these aspects of practice can help RNs meet the *Practice Expectations*.

The College exists to serve and protect the public interest, and multi-source feedback supports this:

- **It empowers members of the public** by giving them an opportunity to provide feedback on the care they received
- **It enhances an RN's practice** by providing them with valuable feedback from those directly impacted by their practice

What does the College already believe and assume?

- All RNs are committed to obtaining the knowledge, skill, and judgment they need in order to provide safe, competent and ethical care.
- RNs practise according to the values and responsibilities in the *Code of Ethical Conduct* and other professional standards, laws and regulations supporting ethical practice.
- RNs are honest and practise with integrity in all their professional interactions.
- The public expects RNs to be current and competent in their practice.
- Our *Practice Expectations for RNs* provide a foundation for the program and describe reasonable and prudent nursing practice.

Goals of Multi-Source Feedback

- Increase self-awareness
- Clarify behaviour
- Encourage personal/professional development
- Increase accountability
- Enhance performance

What You Need to Know

If you're required to complete multi-source feedback, here's what you'll need to do:

1. Read this workbook to assist you in completing multi-source feedback.
2. **Follow the instructions in your notification email to**:
    a) confirm we have the correct address on file for you, and
    b) identify the package you will need: clinical or non-clinical
        i. **clinical →** you provide direct care to clients (over 75% of your work is spent directly with clients).
        ii. **non-clinical →** you do not provide direct care to clients

    It may be helpful to **review the questionnaires** (clinical and non-clinical) to determine which set of questions is most applicable to your practice. You can find these samples on pages 28- 31. The top right-hand corner of each questionnaire indicates the intended recipient.

    There may be questions that are not applicable to your practice at all, but there should not be many of those. Ask yourself questions like "where do I spend the majority of my practice?" and "do I provide direct care to clients or not?"

    If most of your work (i.e. over 75%) is spent directly with clients, you should choose the clinical package.
3. After you have completed steps one and two, we'll send you your unique multi-source feedback package in the mail to the address you provided. This typically occurs in September.
4. When you receive your package, your unique ID and password will be included in the notification letter. The package will have login information. **You will login and complete your online self-assessment.**
5. Hand out the envelopes to your colleagues and clients (if applicable). Your colleagues will complete the questionnaire online, and your clients have the option to complete online, or by completing the provided paper questionnaire (included is a prepaid business return envelope).
6. The questionnaires, both online and mailed in go directly to an external vendor. The vendor will provide email updates of how many questionnaires have been returned. This notification process begins once questionnaires start to come in. You require a minimum of **six** responses from your colleagues and **eight** from your clients.
7. If you have any questions, contact us at ccp@crnm.mb.ca or 204-774-3477 ext 657. The CCP team is more than willing to support you through this process. You can also go to the CCP Journey page for more information, and to see dates for online information sessions.

Deferral

To participate in multi-source feedback, you must be working during the handout time frame (mid-September to the end of November). If you are not or will not be working, you will need to complete the multi-source feedback deferral form and submit it to the College by the date indicated in your letter.

- Deferrals will be included in the following years MSF process.
- RNs who identify that they will not be renewing their certificate of practice, and later reinstate, will be included in the next CCP Review process.

What is included in my multi-source feedback package?

Your package will include:

1. A notification letter containing your unique ID number and password.
2. 18 sealed client envelopes which include a prepaid return envelope (for clinical RNs only)
3. 18 public awareness pamphlets (for clinical RNs only)
4. 10 sealed colleague envelopes

Do not open the sealed client and colleague envelopes. These envelopes contain:

- An instruction letter (see samples on pages 30 and 32)
- A multi-source feedback questionnaire (see samples on pages 26, 27, 28 and 29)
- A self-addressed, postage-paid envelope for clients only.

Samples of these are included on the pages mentioned. The RN(NP) instructions and questionnaires are the same as the RN versions with the exception of reference to "RN(NP)" instead of "RN".

What do I do with the sealed envelopes?

1. **Choose up to 10 colleagues to complete the questionnaires**. At least six colleague questionnaires must be submitted to create your report.
2. **Choose up to 18 clients to complete the forms (for clinical RNs only)**. At least eight client questionnaires are needed to create your report.
3. **Provide the appropriate sealed envelopes to the selected colleagues/clients** with instructions to complete and submit their questionnaire by the date indicated in your notification email. For RNs participating in the CCP review, the deadline for colleagues and clients to complete the questionnaire is Nov. 30 for online, and

mail in should be in the mail prior to the last week of November (our external vendor will receive completed questionnaires until Dec. 1).

4. **If the sealed envelope was not sealed closed or if you opened an envelope by mistake, you may not use that envelope to give to a colleague or client.**

Who are my colleagues?

Colleagues are **both regulated and unregulated health-care providers** you interact with in person or on the phone and may include:

- RNs or RN(NP)s
- Staff who report to you
- Your manager or supervisor
- Reception or administration support staff
- Other health-care providers (i.e. LPNs, RPNs, physicians, occupational therapists, physiotherapists, dieticians, pharmacists…)

Choose colleagues who are familiar with your role and can provide constructive feedback. Please use your professional judgment to determine appropriate colleagues to complete the forms.

Who are my clients?

For the purposes of multi-source feedback, **a client is a member of the public who you will provide nursing services to** at any time over the period that you have been given to participate in multi-source feedback. **Client may also include a caregiver, family member of the client or substitute decision-maker who is familiar with the client care you provided**. You cannot contact previous clients to complete the multi-source feedback questionnaire. Accessing client records for the purposes of multi-source feedback could be considered a breach of client confidentiality.

When you approach clients to complete the questionnaire, advise them the information will be kept confidential, and that you will not be seeing their responses. Please advise clients that their responses will not affect current or future services/care they receive. A public awareness pamphlet (see example on page 33) is included in your package, and we encourage you to hand this out to your clients when asking them to complete the questionnaires.

We know that some RNs may feel hesitant to ask clients to complete a questionnaire. Keep in mind that in most situations, these individuals want to provide feedback on the care they have received. RNs empower clients by giving them the right to choose to participate in this process. See page 34 for an idea on how to ask your clients.

How are the questionnaires submitted?

Clients can complete the questionnaires in one of two ways:

a) **Online:** Directions, a unique access code and user ID are enclosed in the sealed envelope, or

b) **On paper:** clients seal the completed questionnaire in the self-addressed, postage-paid envelope. They also need to initial the back of the envelope to ensure added security. Envelopes received with a broken seal will not be included in the overall results. Clients can also return the completed questionnaire to you, sealed in the self-addressed, postage-paid envelope so you can mail it.

Colleagues must complete the questionnaire online.

Feedback Questionnaires

Multi-source feedback is designed to collect information about your professional interactions. The questions focus on your **professional behaviours and communication skills**, not your clinical skills. Review the questionnaires to understand what is being asked.

There are four types of questionnaires:

1. **My Form self-assessment questionnaire (available online only) – *this is an opportunity for you to reflect on your practice in relation to the* Entry-Level Competencies *and is separate from the self-assessment in your CCP forms***
2. Clinical colleague questionnaire (online only)
3. Non-clinical colleague questionnaire (online only)
4. Client questionnaire (online and paper)*

**If you work in a non-clinical setting, you will not receive any client envelopes in your package.*

Each questionnaire consists of a series of statements that describe the practice expectations of an RN. The questionnaires are meant to be relevant to different roles and practice settings and are developed in user-friendly terms for ease of completion. Colleagues and clients rate each statement on a nine-point scale (1-9).

If a statement doesn't apply to your practice, the client or colleague can select NA ("not applicable"). This does not negatively impact your result.

What if I do not get enough client feedback?

The CCP Review process acknowledges that nurses work in a variety of situations such as ER, ICUs, corrections, trauma care, etc. Recognizing that not all environments support client questionnaires for various reasons (not enough clients, work environment, work only nights and cannot pick up days, …). In these environments, some nurses attempt to hand out the questionnaires to the clients they feel are appropriate, and some nurses do not hand out the questionnaires at all.

When a nurse elects to not hand out the questionnaires to their clients, or they do not receive enough client questionnaires back to provide a report, a different pathway is taken. The nurse is identified as partial complete, and their outcome is based on the responses from their colleagues' questionnaires. See CCP Review Outcomes section.

What if I work in an environment that will not allow the minimum number of questionnaires to be received?

Some RNs work in environments that will not support the minimum number of responses (6 colleague/8 client). In such cases, the RN should contact the CCP Team at ccp@crnm.mb.ca for a review, and an alternative pathway may be provided.

What needs to be completed to create my report?

- 1 My Form questionnaire – you must complete this form
- 6 colleague questionnaires
- 8 client questionnaires (if you provide direct client care) in order to receive client feedback in your report

Our expectation is that you will receive the minimum number of client responses (if applicable). However, if you do not, this will not impact your ability to renew your certificate of practice. Possible outcomes of the CCP Review can be found on pages 25 – 26.

Why do I need to submit this many forms?

Research shows this number of forms submitted will ensure stable, meaningful, and anonymous results.

Tips for Handing out the Questionnaires

- Approach your clients and colleagues as soon as possible.
- Ask more than the required number of people to complete them.
- Inform clients/colleagues of the deadline to submit their questionnaires.
- Inform clients/colleagues that it only takes about 10 minutes to complete the questionnaire and that their input is used to help enhance nursing practice.
- Inform clients/colleagues that this process is confidential and individual responses are not shared with you.

- If needed, ask a client's caregiver, family member or substitute decision maker who is familiar with the care you provided to complete the questionnaire on behalf of your client.

- It helps to have a prepared "speech" to help you ask your clients. You can identify that the College of Registered Nurses of Manitoba is responsible for ensuring the public receives safe, competent, and ethical care, and they monitor this through the CCP of which MSF is a part. The CCP is a legislated requirement of our profession.

- Receiving this feedback provides you with knowledge around your professional communication and behaviour and allows you to identify areas of improvement.

See page 34 for an example of how you can share this with your clients

Confidentiality

The College has taken steps to ensure confidentiality with this process.

1. There is no information on the questionnaires to identify your colleagues or clients. When you receive your results, it will be a summary of all the feedback gathered.

2. The information collected from the multi-source feedback will not be shared with anyone outside of the College. This means employers will not receive a copy of your results. If you want to share them with your manager/employer, this is your choice.

In accordance with Council policy AA-5, evidence of continuing competency submitted by registrants **will not be used** in matters related to complaints arising outside the College, shall not be released to the College's Complaints Investigation Committee, investigators, practice auditors or a panel of the College's Inquiry Committee, or at an appeal arising under *The Regulated Health Professions Act*.

Your Results

How will I receive my results?

Your results will be available via a report which will be emailed to you mid-February. You will receive an email from the College identifying your outcomes for your learning plan and multisource feedback. Any follow up actions will be identified in this email.

You will also receive two separate emails from the external vendor. One with a passcode, and one with your multi-source feedback outcome report.

Reading the Report

The multi-source feedback outcome reports are separated into three groups, each with their own set of results:

- Client (only for RNs in clinical practice)

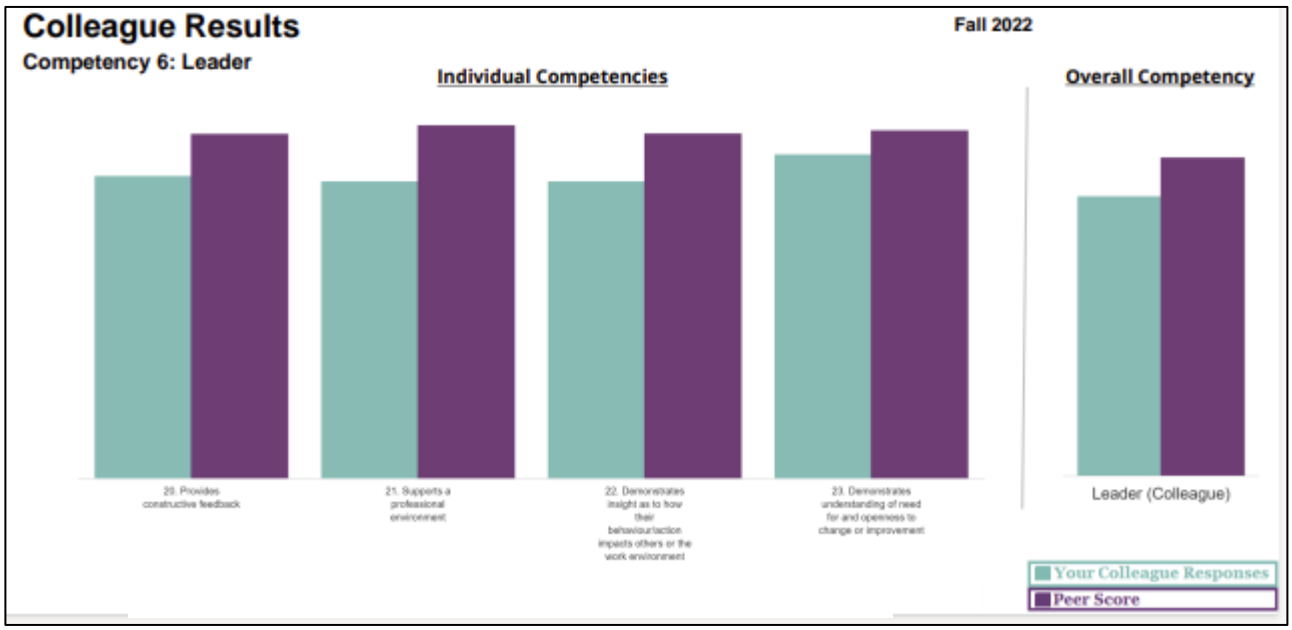
- Colleagues

- My Form (this is your response to the questions)

The results are displayed as follows:

- **Your Score**: The average rating you received based on the responses submitted.
- **Peer Score:** The average score of RNs who have participated in the multi-source feedback.

Interpreting the Report



- Compare your client and colleague results to the average score of all RNs and RN(NP)s who participated in multi-source feedback.
- Reflect on which areas you individually scored highest and lowest on.
- Reflect on opportunities to enhance or maintain your quality of practice.
- Reflect on your My Form results and consider possible reasons that might explain a difference between your self report and your colleague/client reports.
- It may be useful to discuss your results with a trusted colleague. Consider asking a colleague to:
    - review your results with you and make constructive suggestions based on the results, and/or
    - observe you in direct practice and provide constructive feedback on how you can improve.

Applying your results to practice

Update your Self-Assessment and Learning Plans

Use the MSF results to inform your self-assessment in your CCP forms and to help provide focus to your learning goals when completing your learning plan.

How the College uses the Results

The College will use the results solely within the context for which you were referred for multi-source feedback. For example, if you are selected for the continuing competency program review, your results will be reviewed as follows.

How are the reports reviewed?

Two RNs from the Continuing competency team assess MSF results using an objective entry-level competency scoring rubric. Based on the rubric and a review, the RN is assigned an outcome to support learning needs. Consideration that are taken into account when assigning an outcome may include, but is not limited to:

- the presences of one or several learning opportunities within a single or multiple competencies,
- discrepancies between colleague and client MSF responses, and
- a deeper review of individual responses

CCP Review Outcomes

Learning Plan Outcomes

CCP reviewers use the scoring rubric to evaluate learning plans submitted online during renewal. There are four possible outcomes for a learning plan:

EXEMPLARY *	•The learning plan met all requirements •Excellent flow and innovative qualities •A request will be made to post a de-identified version of the learning plan on the College website as an example to other registrants
MET	•The learning plan met *all* requirements •Demonstrates planned learning and integration into practice •No follow-up required
MET WITH RECOMMENDATIONS	•The learning plan demonstrates *some* self-directed learning and integration of learning into practice; however, there is room for improvement •CCP resources for review will be recommended •No follow-up required
NOT MET *	•The learning plan does *not* demonstrate learning or integration into practice •The registrant will be encouraged to contact a Quality Practice Advisor for feedback and support •A revised learning plan must be resubmitted for the registration renewal application for the upcoming year.

**A minimum of two CCP reviewers (Quality Practice Consultants) must reach consensus, using the scoring rubric, for the learning plan outcome to be determined*

Multi-Source Feedback Outcomes

Multi-source feedback results are collated and in February each registrant is provided with a report which includes a summary of feedback received from colleagues and clients (if applicable), and any next steps. Here are the potential outcomes:

1. **Complete - Exemplary:** This result identifies the RN's MSF outcomes were in the top 20% of those participating in the CCP review. This is something to be recognized and celebrated.

2. **Complete:** This result means the minimum number of colleague and client (if applicable) responses were received, and the RN's MSF demonstrates no learning opportunities in the entry level competencies. No further follow-up required.

3. **Complete – Opportunity for learning demonstrated:** This result means the minimum number of colleague and client (if applicable) responses were received but the RN's MSF results demonstrated some learning opportunities within a competency or competencies.
   Here are the potential outcomes in this category.
   - Full competency-based interview (CBI)
   - Partial CBI
   - Directed self-reflection and conversation with the Quality Practice Advisor
   - Directed self-reflection and assigned email response that identifies communicates the learning opportunity and plan for enhancing the identified competency(ies)

4. **Partial Complete - Opportunity for learning demonstrated:** If engaged in the clinical stream of multi-source feedback, this result means the minimum number of responses from your clients **or** colleagues was not received. and the report from your clients or colleagues demonstrates no learning opportunities in the entry level competencies.
   Here is the outcome in this category:
   - Due to the decreased amount of feedback, the next step is to complete a reflective exercise on the value of client and/or colleague feedback. The exercise must describe how the registrant engaged in the process, how they have used or can use feedback to improve their practice, and how they actively seek and integrate feedback from clients, families, and colleagues.

5. **Partial Complete – opportunity for learning demonstrated:** If engaged in the clinical stream of multi-source feedback, this result means the minimum number of responses from your clients **or** colleagues to create a full report was not received, and the remaining report from your clients **or** colleagues demonstrated some learning opportunities within a competency or competencies.
   Here are the outcomes in this category:
   - Full competency-based interview (CBI)
   - Partial CBI
   - Directed self-reflection and conversation with the Quality Practice Advisor
   - Directed self-reflection and assigned email response that identifies communicates the learning opportunity and plan for enhancing the identified competency(ies)

- Exercise describing how the registrant engaged in the process, how they can or have used feedback to enhance their practice, and how they actively work to obtain client and family and/or colleague feedback and incorporate it into their practice.

6. **Incomplete:** This result means the minimum number of colleague and client (if applicable) responses were not received. The questionnaires received will be reviewed against the scoring rubric. Consideration of these responses, and the number of questionnaires will assist in determining the outcome.
   Here are the potential outcomes in this category:
   - Complete a competency-based interview.
   - Complete an exercise on the value of client and/or colleague feedback. The exercise must describe how the registrant engaged in the process, how they can or have used feedback to enhance their practice, and how they actively work to obtain client, family and colleague feedback and incorporate it into their practice.

College of Registered Nurses of Manitoba

Multi-Source Feedback My Form for Clinical RNs

Unique ID:

Please rate yourself based on the statements below. Circle the appropriate number in each row.
If you are not able to answer questions, please select NA (not applicable).

Question	1=Does not demonstrate ; 9=Always Demonstrates, Exceptional									
Clinical										
1. Demonstrates the required knowledge, skill, and judgment required to fulfill their role.	1	2	3	4	5	6	7	8	9	NA
2. Asks clients about their wishes and needs.	1	2	3	4	5	6	7	8	9	NA
3. Completes a thorough assessment of the client's physical, emotional, mental, cultural, and spiritual needs.	1	2	3	4	5	6	7	8	9	NA
4. Follows infection control policies and procedures.	1	2	3	4	5	6	7	8	9	NA
Professional										
5. Takes responsibility for own actions and decisions.	1	2	3	4	5	6	7	8	9	NA
6. Demonstrates honesty, integrity, and respect in all professional interactions.	1	2	3	4	5	6	7	8	9	NA
7. Maintains confidentiality of client information.	1	2	3	4	5	6	7	8	9	NA
8. Respects others' values and beliefs.	1	2	3	4	5	6	7	8	9	NA
9. Maintains professional boundaries with clients and the health care team.	1	2	3	4	5	6	7	8	9	NA
Communicator										
10. Communicates effectively in complex and rapidly changing situations.	1	2	3	4	5	6	7	8	9	NA
11. Communicates in a clear manner (written or verbal).	1	2	3	4	5	6	7	8	9	NA
12. Reports client care in a clear manner (written or verbal).	1	2	3	4	5	6	7	8	9	NA
13. Manages conflict or disagreement effectively.	1	2	3	4	5	6	7	8	9	NA
Collaborator										
14. Interacts positively with others.	1	2	3	4	5	6	7	8	9	NA
15. Positively contributes to team interactions (e.g.: during staff meeting, family meeting, case conferences, rounds).	1	2	3	4	5	6	7	8	9	NA
16. Collaborates with others to support client- or work-related activities and outcomes (e.g.: for unit, program, health systems).	1	2	3	4	5	6	7	8	9	NA
Coordinator										
17. Asks colleagues to collaborate on the client's plan of care.	1	2	3	4	5	6	7	8	9	NA
18. Demonstrates leadership qualities in the coordination of client care.	1	2	3	4	5	6	7	8	9	NA
19. Prioritizes and manages workload to meet demands.	1	2	3	4	5	6	7	8	9	NA
Leader										
20. Provides constructive feedback.	1	2	3	4	5	6	7	8	9	NA
21. Supports a professional environment.	1	2	3	4	5	6	7	8	9	NA
22. Demonstrates insight as to how their behaviour/action impacts others or the work environment.	1	2	3	4	5	6	7	8	9	NA
23. Demonstrates understanding of need for and openness to change or improvement.	1	2	3	4	5	6	7	8	9	NA
Advocate										
24. Verifies that client has an adequate understanding of essential information and skills to actively participate in own care.	1	2	3	4	5	6	7	8	9	NA
25. Supports the client in making informed decisions.	1	2	3	4	5	6	7	8	9	NA
26. Takes action to reduce risk to clients (e.g. reports incidences, near missed events or errors; follows fall-prevention or harm-reduction strategies).	1	2	3	4	5	6	7	8	9	NA

College of Registered Nurses of Manitoba

Multi-Source Feedback My Form for Non-Clinical RNs

Unique ID:

Please rate yourself based on the statements below. Circle the appropriate number in each row.
If you are not able to answer questions, please select NA (not applicable).

Question	1=Does not demonstrate ; 9=Always Demonstrates, Exceptional									
Professional										
1. Takes responsibility for own actions and decisions.	1	2	3	4	5	6	7	8	9	NA
2. Takes action on unsafe practices and workplace risks.	1	2	3	4	5	6	7	8	9	NA
3. Respects and welcomes the opinion of others.	1	2	3	4	5	6	7	8	9	NA
4. Introduces self as a registered nurse/nurse practitioner.	1	2	3	4	5	6	7	8	9	NA
5. Demonstrates professional behaviours (trustworthy, respectful, accountable, transparent, empathetic).	1	2	3	4	5	6	7	8	9	NA
6. Minimizes potential risk of a breach in confidentiality of personal information.	1	2	3	4	5	6	7	8	9	NA
7. Considers the values and beliefs of others.	1	2	3	4	5	6	7	8	9	NA
8. Maintains professional boundaries with others.	1	2	3	4	5	6	7	8	9	NA
Communicator										
9. Communicates effectively in complex and rapidly changing situations.	1	2	3	4	5	6	7	8	9	NA
10. Communicates in a clear manner (written or verbal).	1	2	3	4	5	6	7	8	9	NA
11. Manages conflict or disagreement effectively.	1	2	3	4	5	6	7	8	9	NA
Collaborator										
12. Builds and promotes interprofessional collaborative relationships.	1	2	3	4	5	6	7	8	9	NA
13. Interacts positively with others.	1	2	3	4	5	6	7	8	9	NA
14. Collaborates with others to support positive client- or work-related outcomes (e.g.: for unit, program, health systems).	1	2	3	4	5	6	7	8	9	NA
15. Positively contributes to team interactions (e.g.: during staff meeting, family meeting, case conferences, rounds).	1	2	3	4	5	6	7	8	9	NA
Leader										
16. Demonstrates understanding of need for and openness to change or improvement.	1	2	3	4	5	6	7	8	9	NA
17. Acts as a positive role model and mentor.	1	2	3	4	5	6	7	8	9	NA
18. Provides constructive feedback.	1	2	3	4	5	6	7	8	9	NA
19. Listens to and learns from others.	1	2	3	4	5	6	7	8	9	NA
20. Demonstrates insight as to how their behaviour/action impacts others or the work environment.	1	2	3	4	5	6	7	8	9	NA
21. Creates and supports a respectful and emotionally safe practice environment.	1	2	3	4	5	6	7	8	9	NA
22. Considers the organization's culture in decision making.	1	2	3	4	5	6	7	8	9	NA
23. Takes action to support a high-quality practice environment.	1	2	3	4	5	6	7	8	9	NA
Scholar										
24. Uses best evidence to make informed decisions.	1	2	3	4	5	6	7	8	9	NA
25. Translates new information or literature into action in a practical way.	1	2	3	4	5	6	7	8	9	NA
26. Stays current and promotes best practices.	1	2	3	4	5	6	7	8	9	NA

College of Registered Nurses of Manitoba

Multi-Source Feedback Clinical Colleague Form

Unique ID:

Please rate your registered nurse or nurse practitioner colleague on the statements below.
Circle the appropriate number in each row. If you are not able to answer questions, please select NA (not applicable).

Question	1=Does not demonstrate ; 9=Always Demonstrates, Exceptional									
Clinical										
1. Demonstrates the required knowledge, skill, and judgment required to fulfill their role.	1	2	3	4	5	6	7	8	9	NA
2. Asks clients about their wishes and needs.	1	2	3	4	5	6	7	8	9	NA
3. Completes a thorough assessment of the client's physical, emotional, mental, cultural, and spiritual needs.	1	2	3	4	5	6	7	8	9	NA
4. Follows infection control policies and procedures.	1	2	3	4	5	6	7	8	9	NA
Professional										
5. Takes responsibility for own actions and decisions.	1	2	3	4	5	6	7	8	9	NA
6. Demonstrates honesty, integrity, and respect in all professional interactions.	1	2	3	4	5	6	7	8	9	NA
7. Maintains confidentiality of client information.	1	2	3	4	5	6	7	8	9	NA
8. Respects others' values and beliefs.	1	2	3	4	5	6	7	8	9	NA
9. Maintains professional boundaries with clients and the health care team.	1	2	3	4	5	6	7	8	9	NA
Communicator										
10. Communicates effectively in complex and rapidly changing situations.	1	2	3	4	5	6	7	8	9	NA
11. Communicates in a clear manner (written or verbal).	1	2	3	4	5	6	7	8	9	NA
12. Reports client care in a clear manner (written or verbal).	1	2	3	4	5	6	7	8	9	NA
13. Manages conflict or disagreement effectively.	1	2	3	4	5	6	7	8	9	NA
Collaborator										
14. Interacts positively with others.	1	2	3	4	5	6	7	8	9	NA
15. Positively contributes to team interactions (e.g.: during staff meeting, family meeting, case conferences, rounds).	1	2	3	4	5	6	7	8	9	NA
16. Collaborates with others to support client- or work-related activities and outcomes (e.g.: for unit, program, health systems).	1	2	3	4	5	6	7	8	9	NA
Coordinator										
17. Asks colleagues to collaborate on the client's plan of care.	1	2	3	4	5	6	7	8	9	NA
18. Demonstrates leadership qualities in the coordination of client care.	1	2	3	4	5	6	7	8	9	NA
19. Prioritizes and manages workload to meet demands.	1	2	3	4	5	6	7	8	9	NA
Leader										
20. Provides constructive feedback.	1	2	3	4	5	6	7	8	9	NA
21. Supports a professional environment.	1	2	3	4	5	6	7	8	9	NA
22. Demonstrates insight as to how their behaviour/action impacts others or the work environment.	1	2	3	4	5	6	7	8	9	NA
23. Demonstrates understanding of need for and openness to change or improvement.	1	2	3	4	5	6	7	8	9	NA
Advocate										
24. Verifies that client has an adequate understanding of essential information and skills to actively participate in own care.	1	2	3	4	5	6	7	8	9	NA
25. Supports the client in making informed decisions.	1	2	3	4	5	6	7	8	9	NA
26. Takes action to reduce risk to clients (e.g. reports incidences, near missed events or errors; follows fall-prevention or harm-reduction strategies).	1	2	3	4	5	6	7	8	9	NA
27. I would choose to work with this person on a specific task or project.								◯ Yes	◯ No	

College of Registered Nurses of Manitoba

Multi-Source Feedback Non-Clinical Colleague Form

Unique ID:

Please rate your registered nurse or nurse practitioner colleague on the statements below.
Circle the appropriate number in each row. If you are not able to answer questions, please select NA (not applicable).

Question	1=Does not demonstrate ; 9=Always Demonstrates, Exceptional									
Professional										
1. Takes responsibility for own actions and decisions.	1	2	3	4	5	6	7	8	9	NA
2. Takes action on unsafe practices and workplace risks.	1	2	3	4	5	6	7	8	9	NA
3. Respects and welcomes the opinion of others.	1	2	3	4	5	6	7	8	9	NA
4. Introduces self as a registered nurse/nurse practitioner.	1	2	3	4	5	6	7	8	9	NA
5. Demonstrates professional behaviours (trustworthy, respectful, accountable, transparent, empathetic).	1	2	3	4	5	6	7	8	9	NA
6. Minimizes potential risk of a breach in confidentiality of personal information.	1	2	3	4	5	6	7	8	9	NA
7. Considers the values and beliefs of others.	1	2	3	4	5	6	7	8	9	NA
8. Maintains professional boundaries with others.	1	2	3	4	5	6	7	8	9	NA
Communicator										
9. Communicates effectively in complex and rapidly changing situations.	1	2	3	4	5	6	7	8	9	NA
10. Communicates in a clear manner (written or verbal).	1	2	3	4	5	6	7	8	9	NA
11. Manages conflict or disagreement effectively.	1	2	3	4	5	6	7	8	9	NA
Collaborator										
12. Builds and promotes interprofessional collaborative relationships.	1	2	3	4	5	6	7	8	9	NA
13. Interacts positively with others.	1	2	3	4	5	6	7	8	9	NA
14. Collaborates with others to support positive client- or work-related outcomes (e.g.: for unit, program, health systems).	1	2	3	4	5	6	7	8	9	NA
15. Positively contributes to team interactions (e.g.: during staff meeting, family meeting, case conferences, rounds).	1	2	3	4	5	6	7	8	9	NA
Leader										
16. Demonstrates understanding of need for and openness to change or improvement.	1	2	3	4	5	6	7	8	9	NA
17. Acts as a positive role model and mentor.	1	2	3	4	5	6	7	8	9	NA
18. Provides constructive feedback.	1	2	3	4	5	6	7	8	9	NA
19. Listens to and learns from others.	1	2	3	4	5	6	7	8	9	NA
20. Demonstrates insight as to how their behaviour/action impacts others or the work environment.	1	2	3	4	5	6	7	8	9	NA
21. Creates and supports a respectful and emotionally safe practice environment.	1	2	3	4	5	6	7	8	9	NA
22. Considers the organization's culture in decision making.	1	2	3	4	5	6	7	8	9	NA
23. Takes action to support a high-quality practice environment.	1	2	3	4	5	6	7	8	9	NA
Scholar										
24. Uses best evidence to make informed decisions.	1	2	3	4	5	6	7	8	9	NA
25. Translates new information or literature into action in a practical way.	1	2	3	4	5	6	7	8	9	NA
26. Stays current and promotes best practices.	1	2	3	4	5	6	7	8	9	NA
27. I would choose to work with this person on a specific task or project.						◯ Yes		◯ No		

Unique ID:

Dear colleague,

Your registered nurse or registered nurse (nurse practitioner) colleague is asking you to provide feedback on their nursing practice by completing an online questionnaire. It is important to your colleague that you take the time to complete the questionnaire.

Each nurse's results are reviewed against a scoring rubric, and nurses who have deficits in a competency or competencies may require a Competency Based Interview. Please review the Continuing Competency Program Workbook for RNs and RN(NP)s if you want to better understand the process.

Please note the following important information:

- The information you provide is anonymous and confidential. You will not need to provide your name or any personal information.
- The RN or RN(NP) will **not** see your individual responses.
- The College of Registered Nurses of Manitoba will not see your individual responses.

The RN or RN(NP) will receive a report based on all the anonymous feedback gathered. The report will help the RN or RN(NP) identify areas of strength in their practice and areas for improvement.

Why are you being asked to complete this questionnaire?

The College of Registered Nurses of Manitoba (CRNM) is responsible for ensuring the public receives safe, competent, and ethical nursing practice. CRNM monitors this through the Continuing Competency Program; multi-source feedback is a part of this program.

How to complete the questionnaire

The questionnaire should take about 10 minutes to complete and can be completed via your mobile device, tablet, or desktop computer.

1. Log on to **www.nursefeedback2025.com or use the provided QR code**
2. Enter your six-character unique ID (found at the top of this letter).
3. Read each statement and then rate the RN or RN(NP).

Please complete the online questionnaire by November 30, 2025.

If you have any questions, please contact our team at 204-774-3477 ext 657, or ccp@crnm.mb.ca. Thank you for helping us to ensure Manitobans receive safe, competent registered nursing practice.

College of Registered Nurses of Manitoba

Multi-Source Feedback Client Form

Unique ID:

Please rate your registered nurse or nurse practitioner on the statements below. Ratings should come either from your perspective as the patient, or from a family member or substitute decision maker on behalf of the patient being care for. Circle the appropriate number in each row. If you are not able to answer questions, please select NA (not applicable).

Question	1=Does not demonstrate ; 9=Always Demonstrates, Exceptional									
Clinical										
1. Made me feel my/the patient's opinions matter.	1	2	3	4	5	6	7	8	9	NA
2. Made me/the patient feel safe in their care.	1	2	3	4	5	6	7	8	9	NA
3. Explained details about my/the patient's medications.	1	2	3	4	5	6	7	8	9	NA
4. Helped manage my/the patient's discomfort or pain.	1	2	3	4	5	6	7	8	9	NA
5. Showed consideration for how I was coping.	1	2	3	4	5	6	7	8	9	NA
6. Asked me about my concerns and my/the patient's symptoms.	1	2	3	4	5	6	7	8	9	NA
7. Washed/sanitized their hands before touching me (the patient).	1	2	3	4	5	6	7	8	9	NA
8. Followed up to see how I/the patient was feeling.	1	2	3	4	5	6	7	8	9	NA
9. Took into consideration what is important in my/ the patient's life (e.g. spiritual, family, work, independence, religion).	1	2	3	4	5	6	7	8	9	NA
Professional										
10. Did what they said they would do.	1	2	3	4	5	6	7	8	9	NA
11. Acted professionally at all times.	1	2	3	4	5	6	7	8	9	NA
12. Respected my/the patient's privacy and dignity.	1	2	3	4	5	6	7	8	9	NA
13. Kept the relationship professional.	1	2	3	4	5	6	7	8	9	NA
Communicator										
14. Introduced self by first and last name and as a registered nurse or nurse practitioner.	1	2	3	4	5	6	7	8	9	NA
15. Took the time to listen to my/the patient's concerns and questions.	1	2	3	4	5	6	7	8	9	NA
16. Provided information in a way that I could understand.	1	2	3	4	5	6	7	8	9	NA
Collaborator										
17. Involved me in the planning of my/the patient's care or treatment.	1	2	3	4	5	6	7	8	9	NA
18. Helped me connect with other people and/or resources that I/the patient needed.	1	2	3	4	5	6	7	8	9	NA
19. Offered to involve my family member(s) or support person in making decisions or planning about my/the patient's care or treatment.	1	2	3	4	5	6	7	8	9	NA
Advocate										
20. Asked my/the patient's permission before starting care or treatment.	1	2	3	4	5	6	7	8	9	NA
21. Respected my/the patient's decisions.	1	2	3	4	5	6	7	8	9	NA
22. Explained the benefits and risks of the care provided.	1	2	3	4	5	6	7	8	9	NA
Educator										
23. Explained care and health issues in a manner that I/the patient could understand.	1	2	3	4	5	6	7	8	9	NA
24. Asked me what information or education I/the patient needed.	1	2	3	4	5	6	7	8	9	NA
25. Made sure I/the patient understood the information being provided.	1	2	3	4	5	6	7	8	9	NA
26. I would recommend this nurse to a family member.						◯ Yes		◯ No		
27. I would hope to have this nurse again if I need care.						◯ Yes		◯ No		

Unique ID: XXXX

Dear client,

Your registered nurse (RN) or registered nurse (nurse practitioner) (RN(NP)) is asking you to provide feedback on their nursing practice by completing some questions about their practice. It is important to your nurse that you take the time to complete the questionnaire as it allows them to receive feedback on their communication and professional behavior.

Please note the following important information:

The information you provide is anonymous and confidential. You will not need to provide your name or any personal information.

- The RN or RN(NP) will **not** see your individual responses.
- The College of Registered Nurses of Manitoba does not see your individual responses.
- Your input is voluntary.

The RN or RN(NP) will receive a report based on all the anonymous feedback gathered. Their report will be compared to the average score of the RNs who have participated in multi-source feedback. The report will help the RN or RN(NP) to identify areas of strength in their practice and areas for improvement.

Why are you being asked to complete these questions?

The College of Registered Nurses of Manitoba (the College) is responsible for ensuring the public receives safe, competent, and ethical nursing practice. The College monitors this through the Continuing Competency Program and multi-source feedback is a part of this program.

How to complete the form

The form should take about 10 minutes to complete. It can be done online, **or** you can use the enclosed form.

Online

1. Log on to **www.nursefeedback.com or access the QR code at the bottom of this page or on the questionnaire**
2. Enter your six-character unique ID (found at the top of this letter).
3. Read each statement and then rate the RN or RN(NP) from

Paper Form

1. Using an ink pen, read each statement and then clearly circle the appropriate rating number.
2. Place the completed form into the self-addressed, postage paid envelope and seal the envelope.
3. **Initial the flap of the envelope.**
4. Either mail the self-addressed envelope or return it to the RN or RN(NP), who will mail the envelope unopened.

Please complete the paper form and have it mailed by Nov. 25, 2025. Online forms need to be completed by November 30. 2025.

If you have any questions, please contact our team at 204-774-3477 ext 657, or ccp@crnm.mb.ca.

Thank you for helping us to ensure Manitobans receive safe, competent registered nursing practice.

How to ask clients to complete the questionnaire

- Practice prior to asking your clients.
- Consider writing out your request and sharing it with your client.

Hi Mr. X.

The College of Registered Nurses of Manitoba is responsible for ensuring the public receives safe, competent, and ethical care, and they monitor this through the continuing competency program of which multi-source feedback is a part. The continuing competency program is a legislated requirement.

This requires nurses to request feedback from their clients in the form of a questionnaire. The questionnaire response is completely anonymous and goes directly to a third-party vendor. The vendor will compile all the questionnaires and provide me with an overall report on my professional communication and behaviour, which will allow me to identify any areas for improvement.

The questionnaire only takes about 10 minutes to complete, and can be done online, or on paper. The online questionnaire needs to be completed by November 30th, and the paper needs to be in the mail during the last week of November. The vendor starts compiling the data on December 1st.

Please know that your participation or nonparticipation does not affect the care you will receive. If you do not wish to participate, I can provide the questionnaire to another client.

Thank you.

Contact Us

We're here to support you throughout the entire CCP process.

Please contact us any time at ccp@crnm.mb.ca or 204-774-3477 ext 657