



Remediation, Enhancement and Additional Learning (REAL) Partnership

What is REAL?

The Remediation, Enhancement and Additional Learning (REAL) Partnership is a framework within which CRNM collaborates with the employer and the individual registered nurse to identify and remedy competency deficiencies. REAL targets early identification of registrants who have made repeated errors or demonstrated multiple competency deficits. These concerns may be identified when clinical performance fails to meet the practice expectations, particularly related to the critical entry level competencies. REAL is a positive approach; it offers an opportunity for improvement and enhanced clinical competence as a non-disciplinary, non-punitive intervention.

Criteria for Eligibility

- A registrant who has demonstrated clinical competence issues (ie. knowledge, skill, or judgment) that have not been resolved with additional support.
- Must be employed by a facility, have no previous serious practice issues, and will continue to be employed.
- The registrant must be willing to be involved in REAL.
- If the registrant has more than one employer, all need to be informed and involved in the process.
- If safe practice cannot be ensured while supporting the remediating registrant, REAL may not be appropriate.

There may be circumstances where after entering a REAL partnership the interests of client safety result in a decision made by the employer and/or the College to discontinue the REAL process and take another course of action.

In addition, if the registrant's knowledge, skill, and judgment gaps and competence issues are too extensive, REAL might not be the best course of remediation. Professional misconduct issues (such as verbal abuse of a client or health-care team member, as an example) are not suitable for the REAL process because they are not related to a lack of competence but are considered intentional actions. Professional misconduct issues should be referred to the College's CEO/Registrar as a complaint. Further information on professional misconduct can be accessed through the [Discipline Definitions](#) document on the College website.

The REAL Process

The employer or the registrant may contact the College to make a referral to the REAL partnership. If the registrant and the employer are willing to explore the REAL partnership, the Quality Practice Consultant will arrange an interview with the registrant and the employer(s).

The purpose of the interview is to determine the nature of the clinical competence issue, obtain background on the registrant's education, work history, and to determine the appropriateness for the REAL partnership.

It may be decided that to better understand the nature and extent of the clinical competence issues, the registrant should be referred for a RN Competence Assessment. If this is recommended, more information will be provided. The College will determine the type of assessment(s) required and will refer the registrant for a RN Competence Assessment.

The results and recommendations of the RN Competence Assessment are sent to the College and shared with the employer and registrant. There are associated costs for the RN Competence Assessment and recommended courses of instruction.

At the interview or following analysis of the RN Competence Assessment (if required) a plan of remediation is developed with the registrant, the employer, and the Quality Practice Consultant. Learning activities are linked to critical competencies and include goals, objectives and clear timelines for completion.

Activities may include attending courses or workshops, self-study initiatives or counseling depending on the nature of the clinical competence issue. There is an expectation that the employer will meet regularly with the registrant to discuss progress throughout remediation.

In addition, the Quality Practice Consultant, registrant, and employer(s) maintain regular contact throughout the process to monitor progress. The length of time in the REAL is dependent on the individual registrant and the extent of the clinical competence deficits. It can range from a few weeks to approximately three (3) months or longer with the goal of meeting the unique needs of each situation.

Employer and Registrant Benefits

REAL offers a proactive, non-punitive approach to address clinical competence issues. REAL is intended to promote client safety, increase retention of nursing staff, and facilitate continuous learning.

The College's REAL offers a positive approach to address issues and improve competence in registrant's knowledge, skill, and judgment.

Resources

Committee on Quality of Health Care in America, Institute of Medicine. In: Kohn, L., Corrigan, J., Donaldson, M., eds. (1999) *To Err is Human: Building a Safer Health System*. Washington D.C.; National Academy Press. <https://www.ncbi.nlm.nih.gov/books/NBK225182/>

Wakefield, M. (2018). The next era of regulation: Partnerships for change. *Journal of Nursing Regulation*, 9(1), 4–10. [https://doi.org/10.1016/S2155-8256\(18\)30048-6](https://doi.org/10.1016/S2155-8256(18)30048-6)

[Entry-Level Competencies \(ELCs\) for the Practice of Registered Nurses](#)

[Entry-Level Competencies \(ELCs\) for Registered Nurse \(Nurse Practitioner\)s or RN\(NP\)s](#)

[Practice Expectations for RNs](#)

[Practice Expectations for RN\(AP\)s](#)

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