



College of
Registered Nurses
of Manitoba

Remediation, Enhancement and Additional Learning (REAL) Partnership

What is REAL?

The Remediation, Enhancement and Additional Learning Partnership (REAL) is a framework within which CRNM works in partnership with the employer and the individual registered nurse to identify and remedy competency deficiencies. REAL targets early identification of RNs and RN(NP)s who have made significant and repeated errors or demonstrated competency deficits. These concerns may be identified when clinical performance fails to meet the Practice Expectations. 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 candidate for REAL is an RN or NP who has demonstrated clinical competence issues (i.e. knowledge, skill or judgment) that have not resolved with additional support, coaching or mentoring. In order to be eligible, the RN or NP must be employed by a facility, have no previous serious practice issues, will continue to be employed and be willing to be involved in REAL.

In addition, if the RN 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 RN, 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 RN's knowledge 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 to be 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 RN may contact the College to make a referral to the REAL partnership. If the RN and the employer are willing to explore the REAL partnership, the Quality Practice Consultant will arrange an interview with the RN and the employer(s).

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

It may be decided that in order to better understand the nature and extent of the clinical competence issues, the RN should be referred for a clinical competence

assessment (CCA). If this is recommended, more information regarding the CCA will be provided. The College will determine the type of assessment(s) required and will refer the RN for a CCA.

The results and recommendations of the CCA are sent to the College. The RN and the employer(s) may work out an arrangement regarding how to pay for the CCA as well as any costs to complete recommended courses of instruction.

At the interview or following analysis of the CCA (if required) a plan of remediation is developed with the RN, the employer and the Quality Practice Consultant. Learning activities including goals and objectives are developed as well as 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 RN to discuss progress throughout remediation.

In addition, the College maintains regular contact with the employer and the RN throughout the process to monitor the process both from the RN's perspective as well as from the employer's perspective. The length of time in the REAL is dependent on the individual RN and the extent of the clinical competence deficits.

Advantages of REAL

REAL has been shown to improve client safety. REAL also provides incentives for the individual RN as it offers a proactive, non-punitive approach to address clinical competence issues. REAL has been shown to be associated with decreased risks to client safety, increased retention of nursing staff, increased recruitment of nursing staff and increased staff morale.

The College's REAL is attractive as it offers a positive approach to address issues and improve competence in RNs apart from the traditional complaints and discipline process

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/>

- *Entry-Level Competencies for Registered Nurses*
- *Entry-Level Competencies for Registered Nurses (Nurse Practitioners)*
- *Practice Expectations for RNs*
- *Practice Expectations for RN(NP)s*
- *Discipline Definitions*
- *Clinical Competence Assessment (CCA)*

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