



COLLEGE OF NURSES  
OF ONTARIO

ORDRE DES INFIRMIÈRES  
ET INFIRMIERS DE L'ONTARIO

THE STANDARD OF CARE.

# Forging Links and Breaking Down Barriers

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# What we are Going to Talk About...

- The issue and how it was identified by the sector advisory group
- The project design and an overview of the results
- Key findings and the ways in which the regulatory body supports nurses to address these issues

# 2011-2020 Strategic Plan

## **Vision**

Leading in regulatory excellence

## **Mission**

Regulating nursing in the public interest

## **Objectives**

### **Building confidence in nursing regulation**

public trust ♦ nurse engagement ♦ employer commitment

### **Advancing the use of CNO knowledge**

user relevance ♦ decision support ♦ stakeholder confidence

### **Leading in regulatory innovation**

system impact ♦ technology integration ♦ professional collaboration

## **Strategies**

CNO uses evidence-based approaches

CNO optimizes technology

CNO pursues strategic partnerships

CNO promotes a culture of leadership and innovation



# Nursing in Ontario

- 152,094 Nurses entitled to practise in Ontario (as of 01-04-11)
- Nursing in the community (2010 Statistical Report)
  - 17,838 RNs (19.0% of all nurses)
  - 4,551 RPNs (14.9% of all nurses)
  - 779 NPs (52.4% of all NP's)

# Sector Advisory Groups

- Advise CNO of system issues that facilitate or hinder nurses ability to practice according to the standards
- Develop a plan focused on system issues that are within the mandate of the CNO
- Discuss emerging trends and issues within our sector
- Offer expertise in a variety of clinical areas
- Communicate current information within respective communities of practice

# Issue Identified by 2009/10 Advisory Group

- Challenge of interprofessional collaboration when working on interdisciplinary teams
  - Professional accountability
  - “Blurring of Roles” when work overlaps with other disciplines
  - Need to further explore issues when a nurse is reporting to a manager or employer who is not a nurse

# Project Design

- Survey participants from diverse community based practice settings
- Focus groups
- Informal online survey

# What Nurses Said About Working with a Non-Nursing *Regulated* Manager

- Expectations of Regulatory Colleges vary
- “Language” difference between professions
- Blending of roles
- Common understanding of confidentiality and accountability
- Managers understand self-regulation



# What Nurses Said About Working with a *Non-Regulated* Manager

- The manager may not understand self-regulation and the standards under which nurses practice
- Identified issues with privacy and confidentiality
- Challenges identified for completing peer review
- “Blurring of roles” when work overlaps with other disciplines

# Issues Identified on Ability to Practice

- Hindered by lack of understanding of roles, controlled acts, directives
- Conflict between interdisciplinary teams
- Pressure to 'go beyond' the standards
- Not understanding the need to document differently than non-regulated staff

# What Information do Managers Need?

- An understanding of the basics of self-regulation
- A reminder of the CNO mandate of public protection
- An understanding of professional accountability
- The need for organizational policies that are congruent with CNO standards

# Suggestions for Addressing Issues

- Nurses are ideally suited to educate managers about self-regulation
- Resources should be geared to nurses
- Employers, nurses, and the CNO all have a common goal of providing quality care to clients

# Key Finding

- The issues of nurses working for other regulated professionals (*ex. physicians, dieticians, social workers, occupational therapy*) are very different than those of nurses who are working for non-regulated managers and/or employers (*settings such as industry, correctional services, churches, clinics*)

# Limitations

- Impact of H1N1
- Use of teleconference for focus groups
- Identified issues are beyond regulatory mandate

# Actions

- The advisory group reviewed relevant CNO documents
- Article to be published in the June issue of The Standard

# Conclusions

It is recommended that the CNO continue to:

1. Provide opportunities for nurses to increase their understanding of professional accountability
2. Support professional accountability through relevant documents and innovative strategies to support effective communication about issues identified in these focus groups and survey
3. Identify interprofessional opportunities to gain insight into practice environments through projects of this nature



# Questions

