



More on Quality Assurance (QA)

While decisions and processes are determined by individual registrant needs, working with QA may include maintaining contact with the department through the registrant's return to work process; providing or receiving information regarding continuing education activities and programs; or assessment of clinical practice and professional performance.

The College's QA department works collaboratively with individual registrants and their employers to formulate options and strategies to address practice issues. An individual registrant can expect a supportive relationship with the QA department staff, consisting of regular communication and follow-up.

QA Parameters – Who does the QA department work with?

A directive of the College, as defined in the *HPA*, is to serve and protect the public. The QA department conforms to this mandate while supporting the registrant to comply with quality practice standards. QA consultation or intervention is available to all LPNs registered with the College. QA provides a confidential, non-punitive course of action for registrants requiring practice intervention.

In accordance with the *HPA* 26.1(3) the College's QA committee (QAC) may recommend that the registrant (a) undertake further education or training; (b) undergo clinical or other examinations; or (c) undertake other remedial activities that the QAC considers will assist the registrant to remedy the deficiency.

If, in the course of working with individual registrants in the QA program, an event occurs or has occurred that

- is considered a risk to the public,
- is a serious matter, or
- shows false information has been provided,

then, the registrant in question will be directed to the College's Inquiry and Discipline department. Any information received during the QA process cannot be disclosed or shared by the QA department staff.

Section 26.2(3) (a-d) of the *HPA* states:

If a QA committee has reasonable grounds to believe that a registrant

- a. Has committed an act of professional misconduct;
- b. Has demonstrated professional incompetence;
- c. Has a condition described in section 33(4)(e); or
- d. As a result of a failure to comply with a recommendation under section 26.1(3), poses a threat to the public,

the QA committee must, if it considers the action necessary to protect the public, notify the Inquiry committee which must treat the matter as if it were a complaint under section 32 of the *HPA*.

The QA department does not address matters that arrive at the College in the form of a written complaint (and are deemed to be a complaint)



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Frequently Asked Questions

1. Who can use this service?

All College registrants and their employers have access to the QA department and its resources.

2. Who can request consultation with a QA staff member?

- a. An employer may contact the QA department with questions or concerns surrounding a registrant's practice.
- b. Registrants may wish to consult with the department or self-disclose practice issues- this is conducted through a confidential practice consultation with a Nursing Practice Consultant.
- c. QA may also be contacted by facilities interested in different QA initiatives that work with groups of registrants in facilities.

3. Who provides QA support?

The QA department is comprised of a Nursing Practice Consultant, Quality Assurance Consultants, a QA Assistant, and the College's Executive Director.

For further information, please contact:

Email: qualityassurance@clpnbc.org

Phone: (direct line) 778-373-3107

Website: www.clpnbc.org

- Registrants and employers can refer to online support documents and assessment tools available through the College's website on the "practice" page
- Registrants and employers can also access the *Health Professions Act* through the BC Laws website at www.bclaws.ca (click on statutes and regulations, click on the letter "H" in the index- and then scroll down to the HPA).