

Union Activism and Nursing Professionalism Go Hand-in-Hand



Do you worry about the quality of care you can provide?

ONA's collective agreement contains a process that lets you address concerns about your professional practice and workload. Reporting unsafe patient/client/resident care or practice to your employer is your professional responsibility.

ONA's professional responsibility clause:

- Gives you a say in the quality of care you provide.
- Provides a problem-solving approach that helps you meet professional standards.
- Provides documented evidence.
- Provides you with union representation for practice concerns.
- Provides for resolution of disputes.

For more information, see *ONA's Professional Practice Concerns and Professional Responsibility Complaints Guide*, available from the ONA mailroom (call 1-800-387-5580), or visit our website at www.ona.org.



What to do

- Obtain a **Professional Responsibility Workload Report Form** from your Bargaining Unit President.
- Fill out the form every time the employer creates an unsafe and/or unprofessional practice or setting.

This form is the start of a paper trail to show there are ongoing problems that need a response from your employer.



When to use the form

Fill out a form when you encounter the following in your unit:

- Inadequate/inappropriate staff and/or skill mix for acuity.
- Delay in assessment, treatment or medication.
- Non-nursing duties and/or lack of support staff.
- Any workload, employer practice, policy or situation that is detrimental to patient/client/resident care and/or safety.
- New patients admitted to unit with inadequate staff.
- Staff not given adequate orientation and/or mentorship in area assigned.
- Lack of adequate equipment and/or supplies.



How to complete the form

Focus on:

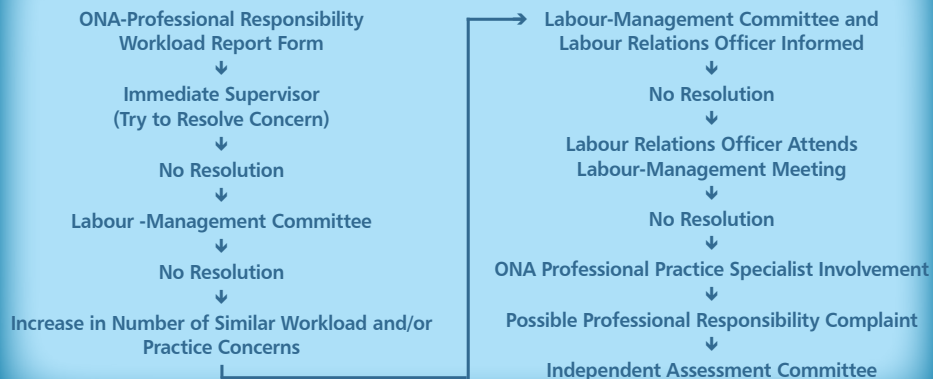
- Practice – How was your practice affected? Identify professional/CNO standards you feel you had trouble meeting.
- Patient care factors – For example, respirators, total care, restraints, altered mental status, receiving blood products/TPN/infusions, less than four hours post-op, etc.



Include number of patients with each factor, if possible.

The guidelines and tips on the cover page of the form will help you fill it out. If you have concerns when completing the form, contact your Bargaining Unit President for further direction.

Professional Responsibility Complaint Process Decision Tree



As part of its commitment to support and reach out to nursing students, ONA attends conferences held by the Ontario Region of the Canadian Nursing Students' Association (CNSA). Here, ONA President Linda Haslam-Stroud, RN (far right), poses with (from left) the 2010 CNSA Ontario Region Conference Director Kristin Ferriolo, CNSA National President Branden Shepitka and CNSA Ontario Region Director Jamie Kyriacou.

The Professional Responsibility Process has:

- Increased staffing levels
- Developed safer work places
- Improved communication between nurses and employers
- Improved quality of care
- Provided necessary equipment and supplies



Ontario Nurses' Association

ONA is the union representing 55,000 registered nurses and allied health professionals and approximately 12,000 nursing students, working in Ontario hospitals, long-term care facilities, public health, community health agencies, and industry and clinics.

STUDENT AFFILIATE MEMBER

