A Guide to the
Quality Assurance Activities
for Registered Nurses
COMPLETING THE ANNUAL QUALITY ASSURANCE ACTIVITIES

Nurses are lifelong learners who continually assess and improve their practice. By participating in CRNBC's Quality Assurance Program throughout the year, nurses indicate to the public that they are maintaining their competence to practise and that they take their professional development obligation seriously. Meeting this obligation is an important way to maintain the public's trust in registered nurses.

Quality Assurance Activities

To support their ongoing professional development and continued competence, registered nurses complete all of the following activities at least annually. In order to be eligible to renew, reinstate or convert to practising registration, you will be asked to report your annual completion of these quality assurance activities. For more information on these activities, go to www.crnbc.ca/QA.

Registered Nurses

- meet minimum practice hours (1,125 hours over the last five years)
- complete a self-assessment using CRNBC's Standards of Practice*
- seek and receive peer feedback
- create and implement a professional development plan based on their self-assessment and peer feedback
- evaluate the effect of last year's professional development on their practice.

Registered Nurses — Certified Practice

- meet minimum practice hours (1,125 hours over the last five years)
- complete a self-assessment using CRNBC's Standards of Practice *
- seek and receive peer feedback
- create and implement a professional development plan based on their self-assessment and peer feedback
- evaluate the effect of last year's professional development on their practice.
- attest they have engaged in the applicable certified practice within the previous three years
- include at least one example related to certified practice in their self-assessment and in their professional development plan

NEW SELF-ASSESSMENT QUESTIONNAIRE

* New for 2013, CRNBC is providing an online self-assessment questionnaire that all registered nurses will be asked to complete during the registration renewal process. This self-assessment questionnaire is based on the Professional Standards for Registered Nurses and Nurse Practitioners.
Practice Hours Requirements for Registered Nurses

Registered nurses must fulfill one of the following conditions in the five years immediately before they renew, reinstate or convert to practising registration:

- practise a minimum of 1,125 hours as a registered nurse
- successfully complete a registered nurse education program or a nursing re-entry program recognized by CRNBC
- successfully complete a supervised practice experience approved by CRNBC
- successfully complete a program leading to a degree in nursing or other related field recognized by CRNBC

Eligible Practice Hours

As a practising registered nurse, your practice hours may be credited toward meeting renewal requirements if:

- you held practising registration at the time the hours were acquired, and
- your practice falls within the definition of the practice of registered nursing (see the CRNBC Scope of Practice for Registered Nurses: Standards, Limits and Conditions).

You can count only those hours that you actually worked. Do not count time you were absent from work for reasons such as sickness or vacation. It is not necessary that practice hours be paid employment. Volunteer positions or committee work may also be counted as long as those activities fall within the definition of the practice of registered nursing.
**Self Assessment**

While nurses regularly engage in informal self-assessments during the course of their work, there is also value in approaching self-assessment in a structured way. The intent of the Quality Assurance Program’s self-assessment requirement is to support nurses to use the [Standards of Practice](#) to complete a thorough assessment of their practice.

**Registration Renewal 2013 Includes a Self-Assessment Questionnaire**

New for 2013, CRNBC is including an online self-assessment questionnaire that all registered nurses will be asked to complete during the registration renewal process. This [self-assessment questionnaire](#) is based on the [Professional Standards for Registered Nurses and Nurse Practitioners](#).

The questions encourage you to think about how effectively you are meeting the Professional Standards in your practice. Honest answers to these questions may help you identify opportunities for professional development.

Your individual Quality Assurance data, such as your self-assessment responses, are confidential, and are not accessible by any other CRNBC programs. Quality Assurance data is protected under the Health Professions Act, so it cannot be shared or used for any other purpose but Quality Assurance.

**Continuous Professional Development**

The self-assessment questionnaire is intended to be just the beginning - you will need to continue your reflection by focusing on the standards that have specific relevance to your practice.

If you hold a certified practice designation, you will need to think about examples related to your certified practice as part of your self-assessment.

The [new self-assessment questionnaire](#) is available on the next pages. You may want to review the questions and think about your answers before completing your registration renewal for 2013.
**Standard 1: Professional Responsibility & Accountability**

1. I take responsibility for my nursing actions.

2. I practise within the RN Scope of Practice.

3. I take appropriate action when client safety may be at risk.

4. I maintain my own physical, psychological and emotional fitness to practise.

5. I manage personal stress effectively in the workplace.

6. I practise within my own level of competence.

7. I engage in professional development.

8. I understand the role of CRNBC and its relationship to my own practice.

**Standard 2: Knowledge-based Practice**

1. I share my nursing knowledge with clients, colleagues, students and others.

2. I manage conflict in the workplace in a constructive way.

3. I use an effective decision-making process in my practice.

4. I base my practice on current evidence.

5. I encourage clients/staff/students to ask questions and raise concerns.

6. I listen to client/staff/student concerns.

7. I respond to client/staff/student concerns appropriately.

8. I document in a timely and appropriate manner.

9. I set client-centred priorities when planning and providing care/services/education.

10. I use equipment and technology appropriately.
### Standard 3: Client-Focused Provision of Service

<table>
<thead>
<tr>
<th>Standard 3.1</th>
<th>I instruct and guide other members of the health care team as appropriate.</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Unable to Rate or N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 3.2</td>
<td>I help clients/staff/students access appropriate care/services/education.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
</tr>
<tr>
<td>Standard 3.3</td>
<td>I collaborate with others to meet client care needs.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
</tr>
<tr>
<td>Standard 3.4</td>
<td>I consult with other members of the health care team as appropriate.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
</tr>
<tr>
<td>Standard 3.5</td>
<td>I participate in changes that improve client care and nursing practice.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
</tr>
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</table>

### Standard 4: Ethical Practice

<table>
<thead>
<tr>
<th>Standard 4.1</th>
<th>I make the client my primary concern when providing nursing care.</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Unable to Rate or N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 4.2</td>
<td>I assist clients to make informed choices.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
</tr>
<tr>
<td>Standard 4.3</td>
<td>I respect the decisions of capable clients.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
</tr>
<tr>
<td>Standard 4.4</td>
<td>I protect the privacy and confidentiality of client information.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
</tr>
<tr>
<td>Standard 4.5</td>
<td>I treat clients and their families with respect.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
</tr>
<tr>
<td>Standard 4.6</td>
<td>I treat coworkers in a respectful manner.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
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<tr>
<td>Standard 4.7</td>
<td>I treat students in a respectful manner.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
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<td>Standard 4.8</td>
<td>I initiate, maintain and terminate relationships with clients appropriately.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
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<td>Standard 4.9</td>
<td>I show respect for the professional knowledge and skill of colleagues.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
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<tr>
<td>Standard 4.10</td>
<td>I identify the effect of my values and beliefs in carrying out nursing activities.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
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<tr>
<td>Standard 4.11</td>
<td>When I identify ethical issues I take action to resolve them.</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Neutral neither agree nor disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
<td>Unable to Rate or N/A</td>
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## Overall Assessment

<table>
<thead>
<tr>
<th>I meet CRNBC Professional Standards</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
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**Peer Feedback**

Giving each other feedback is something we do verbally and non-verbally on a daily basis. Peer feedback provides us with an external perspective on our strengths and opportunities for growth, and may include some that we may not have been fully aware of. Therefore, seeking and receiving peer feedback is one of the Quality Assurance Program’s activities.

**Asking for and Receiving Feedback**

- Identify a trusted peer or peers (e.g. nursing colleagues, supervisors, other health professionals) with whom you can discuss your practice openly. Ask them if they are willing to give you feedback on your practice. Some nurses choose to meet as a group to provide feedback to one another.
- Based on your self-assessment, identify the practice experiences, issues and concerns you want to discuss with your peer.
- Select a time and place without distractions for your conversation.
- During your conversation, indicate what you’d like to cover and why it’s important. Be specific about the type of feedback you are looking for.
- Review some of your practice experiences, issues and concerns. Be specific about your abilities, identified strengths and areas for growth, learning and enhancement.
- Ask questions about how your peer sees you. Ask for suggestions on how to enhance your practice and grow professionally.
- Two questions you might want to keep in mind when asking your peer for feedback:
  - What do I do best?
  - Is there some aspect of my practice I can improve?
- Take time to listen to, understand and consider what is being said.
- Giving feedback is not an easy thing to do. Show appreciation for the feedback you receive.

**Giving Feedback**

- Be guided by your peer and her/his self-assessment in your feedback. Your comments should be supportive and constructive.
- Be attentive to feelings and non-verbal cues expressed by each of you.
- Be thoughtful in your comments and tone.
- Direct your feedback to what is specifically asked for.
- Validate and explore your peer’s practice strengths, needs and ideas.
**Professional Development Plan**

The information gathered from your self-assessment and peer feedback can be used to create or update your professional development plan.

Registered nurses holding a **certified practice designation** need to include at least one professional development activity related to their certification in their professional development plan.

**Creating Your Professional Development Plan**

**Professional Development Goals**

- What do I want to achieve? By when?

**Activities & Resources**

- How will I achieve my goals?

**Evidence**

- How will I demonstrate that I have achieved my goals?

**Evaluation Criteria**

- How will I evaluate the effect of my professional development on my practice?

**Examples of Professional Development Activities**

- Discuss case studies with a small group of colleagues.
- Network and consult with experts in your organization, around the province, and beyond.
- Use the internet and other electronic resources.
- Borrow books or obtain journal articles from the library, either at your facility or from the CRNBC Helen Randal Library.
- Attend rounds, clinical practice updates, in-services and workshops.
- Take courses, either online or in-person.
- Go to conferences.
- Create a study group with your peers to address specific topics of interest.
- Organize meetings to address challenging issues.
EVALUATION

After you have implemented your professional development plan, consider if you have met your learning needs and goals, and identify how your practice has changed.

Regular evaluation of your professional development will contribute to your ongoing self-assessment and allow you to update your professional development plan.