COLLABORATIVE COMPLAINTS RESOLUTION

The College of Registered Nurses of Manitoba (CRNM) has the responsibility to protect the public by regulating its members. Self-regulation acknowledges that a profession itself is in the best position to determine standards for education and practice and to ensure that these standards are met. CRNM does this by setting the standards for registered nursing practice, supporting registered nurses in meeting the standards and taking action when the standards are not met. The CRNM complaints process is part of taking action when the standards are not met.

WHAT IS COLLABORATIVE COMPLAINTS RESOLUTION?

Collaborative complaints resolution is a process that involves the person who submitted the complaint (the complainant), the registered nurse whom the complaint is about (the member) and the College of Registered Nurses of Manitoba. Collaboration is a positive and proactive way to resolve complaints about members. The complainant and member are invited to discuss the issues and ways to resolve the complaint. Through this process complaints can be handled quickly and with minimal delay to provide greater satisfaction to complainants and members while ensuring that the public receives safe, competent registered nursing care.

WHAT IS THE GOAL OF COLLABORATIVE RESOLUTION?

The goal of collaborative resolution is to agree on actions that will be taken by the member, and in some instances the complainant, that would resolve the issues raised in the complaint.

The resolution reached collaboratively between the parties of the original complaint must be:

- responsive to the issues raised in the complaint;
- voluntarily reached;
- agreeable to all parties;
- consistent with the *Standards of Practice for Registered Nurses* established by the College;
- considered confidential, unless the parties agree otherwise; and
- approved by the Investigation Committee.

WHAT KINDS OF COMPLAINTS ARE NOT APPROPRIATE FOR COLLABORATIVE RESOLUTION?

Not all complaints are appropriate for collaborative complaints resolution. Complaints that would not be considered for collaborative resolution involve medium to high levels of potential misconduct or incompetence such as:

- abuse of any kind including physical, emotional, sexual and verbal;
- serious medication errors leading to significant injury or death of a patient;
- serious treatment errors leading to significant injury or death of a patient;
- significant breach of confidentiality; or
- issues related to substance abuse.

WHAT ARE THE CRITERIA FOR REFERRING A COMPLAINT TO COLLABORATIVE RESOLUTION?

Criteria for managing a complaint through collaborative complaints resolution include:

1. Complaints that involve facts regarding the member's actions that, if proven, would not create a concern that the public was in any way at risk.
2. The complaint involves facts that, if proven, the Investigation Committee would likely direct that no further action be taken or that the Committee would accept an undertaking or request that the member enter into an agreement.

3. The complaint involves low to medium levels of potential misconduct or incompetence such as:
    - medication errors;
    - treatment errors;
    - judgment lapses;
    - documentation issues; or
    - communication issues.

What if New Information is Revealed?

If at any time during this collaborative resolution process there are additional significant issues raised regarding the member's practice and/or conduct that were not a part of the original letter of complaint, the process is stopped and any additional documents brought forward by the complainant or member are forwarded to the Investigation Committee.

What Happens When an Agreement is Reached Between the Complainant and the Member?

Once a written agreement on the resolution is reached by the complainant and the member, the resolution must be approved by the Investigation Committee before it is implemented. The complainant and member are notified of all decisions and reasons of the Investigation Committee.

For more information, please contact CRNM Complaints Resolution Services at (204) 774-3477 or (800) 665-2027 (Manitoba toll-free)

This publication is provided for general information. For more specific information see the CRNM *Standards of Practice for Registered Nurses*, CRNM *Standards of Practice for Registered Nurses on the Extended Practice Register RN(EP)* the Canadian Nurses Association *Code of Ethics for Registered Nurses* and the Registered Nurses Act and Regulations. CRNM publications are available on our website at www.crnm.mb.ca

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