



COLLEGE OF NURSES
OF ONTARIO
ORDRE DES INFIRMIÈRES
ET INFIRMIERS DE L'ONTARIO

THE STANDARD OF CARE.

Partners in Safety

2018 Annual Report





COLLEGE OF NURSES
OF ONTARIO
ORDRE DES INFIRMIÈRES
ET INFIRMIERS DE L'ONTARIO

THE STANDARD OF CARE.

2018 Annual Report

Copyright © College of Nurses of Ontario, 2019.
Material published in *2018 Annual Report* may be
reprinted without permission, provided that credit
is given to the publication and to the College of
Nurses of Ontario.

ISSN 1492-5893

Pub. No. 45006

Ce fascicule existe en français dans le site internet
sous le titre : *Rapport annuel 2018*, n° 55006.

College of Nurses of Ontario
101 Davenport Rd. Toronto ON
Canada M5R 3P1

Web cno.org
Email cno@cnomail.org
Tel. 416 928-0900
Fax 416 928-6507

Toll-free in Canada 1 800 387-5526

Design: Studio141.ca; Photography: Claudia Hung

Partners in Safety

Table of contents

03

Welcome
to CNO

05

Executive Director
& CEO's message

06

President's
message

07

Five highlights
from 2018

14

Year at
a glance

08 CODE OF CONDUCT

10 NURSES' HEALTH PROGRAM

11 APPLICANT PORTAL

12 PROGRAM APPROVAL

13 PARTNERING FOR PUBLIC PROTECTION

Welcome to CNO

Vision Leading in regulatory excellence

Mission Regulating nursing in the public interest

We are the College of Nurses of Ontario (CNO) and **we uphold patient safety** by overseeing the **182,000 nurses** who provide care to the people of Ontario.

What do we do?



1 WE SET THE REQUIREMENTS FOR BECOMING A NURSE IN ONTARIO



2 WE INFORM NURSES OF THEIR ACCOUNTABILITIES, AND TELL YOU WHAT YOU CAN EXPECT FROM NURSES



3 WE RESPOND TO YOUR CONCERNS ABOUT NURSES' CONDUCT, COMPETENCE AND HEALTH



4 WE ENSURE NURSES ENGAGE IN CONTINUOUS QUALITY IMPROVEMENT THROUGHOUT THEIR CAREERS

Nurses in Ontario

More than
182,000
nurses



For more statistics about nurses and nursing, visit www.cno.org/stats



120,246
REGISTERED NURSES (RNs)



58,440
REGISTERED PRACTICAL NURSES (RPNs)



3,604
NURSE PRACTITIONERS (NPs)

As of December 31, 2018

Executive Director and CEO's message

Every day in Ontario, nurses are engaging in public protection. What does this look like?

It means nurses know their accountabilities and the standards in place for your nursing care. It also means they engage in continuous learning to maintain their competence throughout their careers.

CNO partners with patients, nurses and others to protect public safety. We all need to work together to uphold safe nursing care for

Ontarians — and we count on you to tell us when we can do a better job.

In 2018, we participated in the Long-Term Care Homes Public Inquiry. We provided information to help improve the health care system and protect our loved ones from harm.

During the inquiry, we learned more about what you expect from CNO — and we are not waiting to take action to improve. In 2018, we started making changes to our processes, to better support

“

We all need to work together to uphold safe nursing care for Ontarians — and we count on you to tell us when we can do a better job.

”

public protection through nursing regulation.

Some of our changes are highlighted in this report, such as our new *Code of Conduct*, which tells you what you can expect from nurses and nursing care. As well, we increased resources for nurse employers and developed new tools to assess the risks to patient safety that employers need to report to CNO.

We will continue the conversation to learn more about your perspective on your nursing care. ♦



A handwritten signature in blue ink that reads "Anne L. Coghlan".

ANNE COGHLAN RN, MScN
EXECUTIVE DIRECTOR & CEO CNO



President's message

Year round, our Council members make important decisions about CNO's direction. At the centre of all our decisions is patient protection.

To underscore this, we have adopted a transformative vision about the way we are governed. In embracing it, we are committing ourselves to dramatically changing our governance structure. It is all based on the best available evidence, to ensure we continue to be leaders in regulating nursing in the public interest.

In the future, our Board will look very different than it does today. We believe the changes will

allow us to govern more effectively and make decisions more efficiently. What won't ever change is our commitment to always earn the trust you have placed in us.

Good regulation plays an important role in a well-functioning health care system. We're consulting with government about supporting the legislative changes that are needed to make our new structure a reality. As well, we're continuing to live our vision of leading in regulatory excellence.

Read about Governance Vision 2020 at: www.cno.org/governance2020. ♦



We believe the changes will allow us to govern more effectively and make decisions more efficiently. What won't ever change is our commitment to always earn the trust you have placed in us.



Our Committees

CNO's committees address patient abuse, as well as public concerns about nurse practice and conduct, and the effects of nurse health on public safety. They also ensure that nurses are competent when they start to practice, and maintain their competence throughout their careers. Read about each committee at www.cno.org/committees. For Discipline Decisions, visit [Find a Nurse and www.cno.org](http://www.cno.org).

Find out more about our Council at www.cno.org/council

CHERYL EVANS RN, MScN
COUNCIL PRESIDENT 2017-present CNO

Five highlights from 2018



01

Code of Conduct

ਭਰੋਸਾ

La confiance

信任

信任

Trust

la confianza

pagtitiwala

A new resource puts patients at the centre of nursing care

As members of the public, you should have absolute trust and confidence in the care nurses provide. That's why CNO incorporated your perspectives into a brand new *Code of Conduct* for Ontario nurses.

The Code aims to help you know what to expect from your nurse when you receive care. It's also the overarching practice standard that all nurses in the province are accountable to.

The Code includes new expectations of nurses that are relevant to where they practice. For instance, nurses must maintain professional

boundaries in all patient interactions — even on social media. As well, nurses are expected to work together to ensure patients receive the care they need. This is especially important when there may be gaps in access to care, which could lead to infant mortality, suicide and mental health issues.

Our Code incorporates elements from many different perspectives. First, we found out what patients expect from nurses and other health care providers. Then, we asked for feedback from approximately 1,000 people: members of the public, nurses, nursing

educators and employers, plus representatives from associations, unions and government.

You told us you expect nurses to be your health care advocates, as well as your trusted care providers. You want to be treated with respect and compassion at all times, and expect the same for your loved ones. Since our population is culturally diverse, we translated the Code into six languages to make it as accessible as possible to Ontarians.

Read the *Code of Conduct*:
www.cno.org/codeofconduct ♦

We sought opinions from:



500
MEMBERS OF
THE PUBLIC



434
NURSES



34
EDUCATORS



19
EMPLOYERS



10
INDIGENOUS
GROUPS



1
EMPLOYER
ASSOCIATION

You told us: What do you expect from nurses?

PROFESSIONAL

KNOWLEDGEABLE



GOOD COMMUNICATORS



TEACHERS AND ADVOCATES

RESPECTFUL



OPEN TO FEEDBACK



CONFIDENTIAL

NON-JUDGMENTAL

**Created
using best
evidence in:**



**EARLY
IDENTIFICATION**



ASSESSMENT



**ACTIVE
MANAGEMENT**



MONITORING



**PUBLIC
PROTECTION**

02 Nurses' Health Program

**Safe practice for nurses
with substance use and/or
mental health issues**

There is a new way to help keep Ontarians safe. The Nurses' Health Program (NHP) encourages nurses with substance use and/or mental health disorders to seek treatment early. It's the result of CNO's collaboration with the Ontario Nurses' Association, Registered Nurses' Association of Ontario and Registered Practical Nurses Association of Ontario.

NHP uses a best-in-class approach based on evidence. It focuses on early identification and referral for treatment. Once a nurse volunteers to enter the confidential program, they are assigned a case manager who provides support throughout recovery. The case manager assesses the nurse comprehensively and finds approved treatment providers, if needed. Nurses in the program get an

individualized monitoring plan with treatment recommendations tailored to their needs.

NHP is modelled on similar programs that other regulated health professions across the province use. It is designed so participants can practice or return to practice safely, while following a treatment and monitoring plan that promotes professional accountability and protects the public.

We believe nurses can be supported in their recovery and practice in a way that protects patients. They just need the right support and resources like NHP.

Learn more about this bilingual program:
www.nurseshealth.ca ✦

03

Applicant Portal

An online tool registers nurses faster so they can start practicing sooner

Now, people who want to become nurses can spend less time on all the paperwork they need to get registered. In turn, they can be ready a whole lot earlier for patients who need them.

Gone are the days of waiting for application forms in the mail. Instead, applicants create an

online account giving them access to a new bilingual portal. This way they can see all CNO messages at any time of day, from anywhere in the world. Plus, applicants receive email alerts when there are messages for them in the portal, such as exam results.

Because applicants can view their forms in real time, they can make immediate decisions about their next steps, which speeds up the process. In fact, an applicant who has met all the requirements to become a nurse could be registered with CNO in one day!

The new automated process also enhances safety measures. It integrates an electronic

police criminal record check, which is part of our registration process. Today, applicants can get their police checks from one secure source within 48 hours – a vast improvement over the previous eight weeks.

So far, applicants say their experience using the new portal has been overwhelmingly positive. Not only do they find the process fast and easy-to-use, it's much more efficient for keeping track of records. Plus, using the portal saves paper and that's good for everyone.

Visit our Applicant Portal:
www.cno.org/online-applications ♦



3,863

PEOPLE WHO REGISTERED AS NURSES USING OUR NEW PORTAL

95%

NEW NURSES SATISFIED WITH APPLICANT PORTAL

40%

DECREASE IN DAYS WE TAKE TO REGISTER INTERNATIONALLY EDUCATED RPN APPLICANTS SINCE 2016

2,617

DOCUMENTS FROM SCHOOLS REVIEWED TO ENSURE THEY MET OUR COMPETENCIES

100%

OF NP PROGRAMS APPROVED

99.75%

AVERAGE PROGRAM APPROVAL SCORE



04 Program Approval

Ensuring all nursing programs put patient safety first

Approving nursing education programs is one way CNO protects the public. We want to be certain all Ontario nursing graduates are ready to practice safely when they start work.

In 2018, we launched our new Nursing Education Program Approval process. It ensures all entry-level nursing education programs in Ontario meet the standardized, objective and transparent standards we developed. These standards put patient safety front and centre.

Everything we do to evaluate nursing programs is guided by five principles: transparency, evidence, objectivity, sustainability and regulation.

Last year, we used these principles to approve 10 NP programs: eight in primary health care, one adult and one pediatric. (NPs are RNs with advanced education and skill.)

We also look at whether schools have processes in place to learn from safety incidents, such as student errors. They need to show us how they support learning from mistakes, passing along information and preventing risks in the future.

All programs must meet or exceed our requirements for us to approve them.

To meet our criteria, schools with NP programs submitted more than 2,600 documents showing evidence and curriculum competencies.

We're using the new framework to evaluate all Ontario nursing programs. This way, we know the programs consistently meet the education standards and prepare graduates to practice nursing safely.

As time goes on, we'll check in with nursing educators about the evaluation process, so it can evolve. After all, when nurses are adequately prepared for practice, the public is protected.

Learn more about approving Ontario's nursing education programs: www.cno.org/programs ♦

05

Partnering for Public Protection

We seek the whole picture on nursing care

Our mandate is to put the public first. To do this, CNO collaborates with you, the public. We do this on an ongoing basis to hear various perspectives about nursing care.

CNO wants to know about your experiences so we can better address concerns about public safety. We listen to patients describe what they expect from their nurses. We also provide resources to employers. These can help them apply changes in nursing practice in their facilities.

Over the past year, we met with all kinds of people who had different things to say. Along with these differences, a common theme emerged: diverse input improves the ways we deal with public safety concerns.

Last year, we joined the **Citizen Advisory Group** partnership for health regulators. It is made up of patients and caregivers with varied points of view. They provided feedback on our work, such as our new *Code of Conduct* (on page 8). This helped us ensure we include their experiences in our work, and that we communicate clearly.

Nurse employers are another group we boosted our engagement with in 2018. We brought

together nurse employers from across Ontario to find out more about their day-to-day challenges. This improved our understanding of what they need from CNO to meet their responsibilities for bringing public safety concerns forward.

Currently, we're focusing on the knowledge, skill and attributes that new nurses need, which will come into effect in 2020. To do this, we enlisted the expertise of the province's educators. Participants in our **Academic Reference Group** help to keep us informed about the realities of preparing nurses for practice.

Find out how we reach out to employers and educators: www.cno.org/ERG and www.cno.org/ARG ♦

Working with:



MEMBERS OF THE PUBLIC



PATIENTS



NURSE EMPLOYERS



NURSES



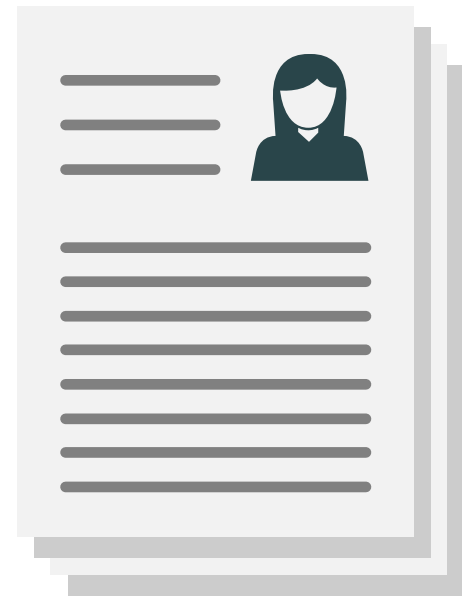
NURSE EDUCATORS



CAREGIVERS

Year at a glance





14,300

APPLICATIONS FROM PEOPLE SEEKING TO BECOME A NURSE

12,557
NEW NURSES



→ **16%**

NEW NURSES WHO WERE EDUCATED OUTSIDE OF CANADA

We supported safe practice by providing advice:



540 nurses

REMEDIAL INSTRUCTION

4,324 inquiries

HELP ACCESSING RESOURCES AND SUPPORTING DECISION-MAKING

TOP 5 complaints we received about nurses:

1 INADEQUATE COMMUNICATION/ INTERACTION WITH OTHERS

2 MISSED/INADEQUATE NURSING INTERVENTION

3 FAILED TO ASSIST/ MONITOR PATIENTS

4 MEDICATION AND/OR DOCUMENTATION ERROR

5 FAILED TO ENSURE CLIENT SAFETY

Which online practice standards did nurses access most?



PROFESSIONAL STANDARDS



THERAPEUTIC NURSE-CLIENT RELATIONSHIP



ETHICS



DOCUMENTATION



PROCEDURES AND AUTHORITY

587
COMPLAINTS AND REPORTS ABOUT NURSES WE INVESTIGATED

49
SEXUAL ABUSE ALLEGATIONS RECEIVED



100
MATTERS OF INCAPACITY OUR FITNESS-TO-PRACTICE COMMITTEE COMPLETED

35
PROFESSIONAL MISCONDUCT FINDINGS OUR DISCIPLINE COMMITTEE MADE



354
HEALTH INQUIRIES ABOUT NURSES WE REVIEWED



MOST-ASKED QUESTION WE RECEIVED FROM NURSES:

IS THIS PROCEDURE OR ACTIVITY WITHIN MY SCOPE OF PRACTICE?

2.8 million

VISITS TO WWW.CNO.ORG

UP 12%
SINCE
2017



44,527
DIRECT FROM
SOCIAL MEDIA



2,082
COMPLAINTS AND
REPORTS WE RECEIVED
ABOUT NURSES
(VS. 1,582 IN 2017)

697,479

VISITS TO FIND A
NURSE ON CNO.ORG



200
NURSES WHO ENGAGED
IN DEVELOPING A NEW
MODEL FOR OUR QUALITY
ASSURANCE PROGRAM



Cannabis

OUR MOST-READ STORY ON SOCIAL MEDIA

800
REACTIONS,
COMMENTS
AND SHARES

3,500
CLICKS
FOR MORE
INFORMATION



WE NOW DIGITALLY STORE
ALL APPLICANTS' DOCUMENTS



OUR COUNCIL
MEMBERS USE
TECHNOLOGY —
NOT PAPER



Better ways

OF RESPONDING TO YOUR
CALLS AND EMAILS WITH
OUR NEW TELECOMMUNI-
CATION SYSTEM



COLLEGE OF NURSES
OF ONTARIO

ORDRE DES INFIRMIÈRES
ET INFIRMIERS DE L'ONTARIO

THE STANDARD OF CARE.

