

# GUIDING PRINCIPLES

## PROFESSIONAL RESPONSIBILITY PROCESS

### 1. The Professional Responsibility (PR) process is about quality improvement and employee engagement.

The PR language of Article 59 states:

*In the interest of safe patient/client/resident care, and to reflect a strengthened professional practice commitment, the parties agree to a refreshed approach related to quality nursing practice. This approach will be built on trust and common goals and will enable nurses and the employer to engage in meaningful conversations around opportunities for improvement.*

The process is designed to identify problems, but it does not involve blame.

The PR clause provides a mechanism for nurses to raise concerns related to their practice.

When raising concern(s) nurses will have the opportunity to describe the events or circumstances that contributed to the concern. Events or circumstance may include, but are not limited to:

- policies and procedures
- workload
- staffing
- communication.

Nurses and management should never feel intimidated or threatened by engaging in the PR process, rather it is viewed as a positive contribution.

Nurses and managers are on the same team!

- Nurses and Managers share the common interest of high quality, safe patient care.
- Managers need information about the workplace environment and nurses need support to address their concerns.
- PRFs foster solution-based teamwork.

### 2. Respectful and genuine dialogue between nurses and their managers is the foundation of the PR process.

The NBA and Health Authorities support respectful, collaborative, and transparent dialogue between nurses and managers.

Circumstances where managers and/or nurses feel intimidated or threatened to engage in dialogue are serious and require immediate supportive action.

Both the NBA and the Health Authorities are committed to supporting and sustaining healthy relationships at the local level.

### 3. All parties have responsibility and accountability to the PR Process

The parties will respectfully use the PR clause for problem solving related to practice concerns.

This means that NBA members and managers both have the responsibility and accountability to model collaboration and cooperation throughout the process.

All parties will accept responsibility through:

- clearly stating the practice concern(s)
- committing to explore shared solutions
- being engaged in all stages of the process and;
- following through on commitments made.

Fundamental to this principle is ensuring that all managers and NBA members are informed about their responsibilities in the process.

### 4. The most effective approach to resolution of the practice concerns should be at the local level whenever possible.

Local stakeholders understand local systems the best.

If shared solutions can be identified, embraced and implemented at the local level; they are more likely to succeed.

A practice concern may not be resolved at the early stages of the PR process for a number of reasons including:

- further investigation is required to understand the issue;
- consultation with other parties is required to develop solutions fully and fully understand the implications
- those involved at the first steps do not have the organizational authority to influence the change needed

Advancing the practice concern does not reflect negatively on any of the parties involved.