

QUALITY ASSURANCE ASSESSMENT PART B—PRACTICE ASSESSMENT GUIDE



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

THE STANDARD OF CARE.



QUALITY
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This guide provides information to all nurses who have been selected to participate in the College of Nurses of Ontario's (CNO's) Quality Assurance Assessment: Part B—Practice Assessment.

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[03](#) QA Assessment process

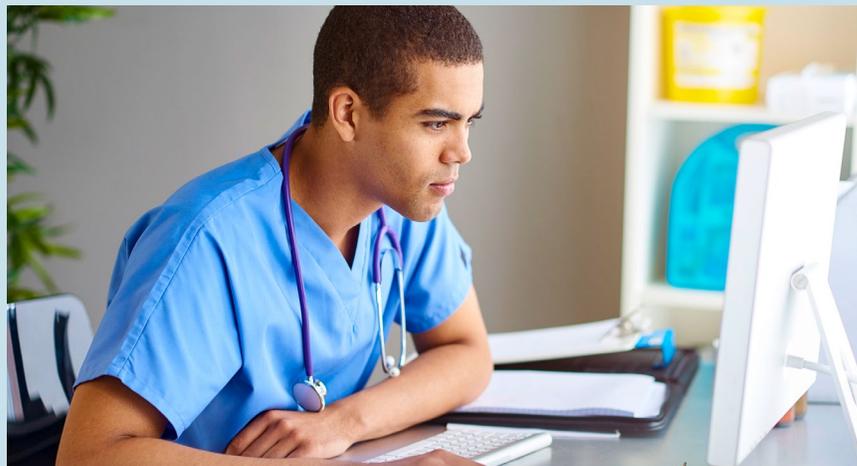
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QA Assessment process

What is QA Assessment?

QA Assessment is a component of CNO's QA Program, for which nurses (RPNs, RNs, NPs) are selected to complete.

All nurses selected for QA Assessment: Part B—Practice Assessment must:

- Submit a current learning plan
- Complete practice activities for the *Code of Conduct*

Both the learning plan (section 1) and the *Code of Conduct* practice activity (section 2) are contained in the QA Assessment template, located in your SharePoint folder.

NPs will also be required to complete an NP case example in addition to the learning plan and *Code of Conduct* practice activities.

A CNO-assigned QA Peer Coach will assess your submitted activities and will be available for any coaching support you may need following your submission.

How do I start?

Review CNO's QA webpage at cno.org/qa. This page contains helpful resources to assist you in completing your QA Assessment activities, including information on how to access your SharePoint folder to download your QA Assessment template.

SharePoint is a secure and confidential browser-based platform that CNO uses to share and store all QA documents.

Along with your notification email, you were also sent an email with a direct link to your personalized SharePoint folder. When you first access SharePoint, you will be required to establish an authentication method to protect your privacy and security. Once an authentication method is established, you can securely access your SharePoint folder using the authentication method you have chosen.

Learning plan

In Section 1 of the QA Assessment template, you will complete your current learning plan. To develop your learning plan, start by reflecting on your practice by considering recent practice-related changes or experiences you encountered. Ask yourself:

- How do these changes or experiences impact your practice?
- What changed, if anything, in terms of how you do your work?
- What learning opportunities can you identify through your experiences that you can apply moving forward?
- What areas of your practice need professional development?
- What did you learn that you will continue to use throughout your practice?

How do I complete the learning plan?

- Based on your practice reflection, you will need to identify **two learning goals**. You may consider asking for input from your colleagues to provide you with a greater awareness of your strengths and to make sure your goals are relevant to your practice.
- You must also select relevant *Code of Conduct* principles that align with your learning goals.
- Once you have determined your learning goals and aligned them to the *Code of Conduct* principles, you must identify learning activities to achieve your goals. Your learning activities should be specific and relevant based on what is realistic within your time frame.

Please ensure your learning goals are based on your individual learning, not that of others.

For information about how your learning plan will be evaluated, see [Appendix A](#) at the end of this guide.

Code of Conduct practice activity

Section 2 of the QA Assessment template provides you with the opportunity to review and reflect on the *Code of Conduct* principles and how they apply to your practice.

How do I complete the *Code of Conduct* practice activity?

- You will need to provide two examples—each one describing an activity that **shows how you personally demonstrated a selected principle** from the *Code of Conduct* in your practice.
- For each example you provide you will select one principle from the *Code of Conduct*. Each example should demonstrate a different principle.
- Do not include any information that can identify a client, family member or colleague.

For information about how the *Code of Conduct* practice activities will be evaluated read [Appendix B](#) at the end of this guide.



NP case example

NPs are required to complete an NP case example in addition to the QA Assessment template's learning plan (section 1) and *Code of Conduct* practice activity (section 2). The purpose of the NP case example is for you to demonstrate the application of NP competencies outlined in the [Nurse Practitioner](#) practice standard by using a case example from your own clinical practice.

Information about the NP case example, including a link to the guide on how to complete it can be found in your SharePoint folder and on CNO's QA webpage at cno.org/qa.



Ensure that you fill out all the required fields of the QA Assessment template, including both section 1 (the learning plan) and section 2 (the *Code of Conduct* practice activity).

Submitting QA activities

When is the deadline?

The deadline for submission is provided in your notification letter. You can submit your QA Assessment any time before the deadline.

What happens after I submit my assessment?

A CNO-assigned QA Peer Coach will review your QA Assessment. The QA Peer Coach will then write a report for the [Quality Assurance Committee](#) about your submission. The committee will review this report and decide if your assessment was satisfactory or if you need to resubmit your assessment.

What is coaching support?

Coaching is a supportive way to guide you through your QA Assessment. It is available to all nurses selected for QA Assessment. Coaching provides an opportunity for you to work individually with a QA Peer Coach. For example, a QA Peer Coach may help you revise your QA submission or provide feedback on your *Code of Conduct* practice activity to help strengthen your understanding and application of the principles of the *Code of Conduct* to help you meet your QA requirements.

QA Peer Coaches are experienced nurses trained in coaching principles. If you have questions, contact QAassessment@cnomail.org or 416-963-3922 (1-800 387-5526 ext. 3922).

How will I be informed of my results?

A copy of the QA Peer Coach's report will be available in your SharePoint folder prior to when you will be presented to the QA Committee. The report will include your assessment result. If you have questions about the content of the report, you may write a letter to the QA Committee explaining your concerns. Your letter must be sent **within 14 days of receiving the report**. The committee will consider your written submission.

Following the QA Committee meeting, you will receive a Decision Letter which will be available in your SharePoint folder.

If you have difficulty accessing your SharePoint folder, contact QAassessment@cnomail.org or 416-963-3922 (1-800 387-5526 ext. 3922).

Can I delay my participation in QA Assessment?

You may be able to delay your participation in QA Assessment if you have an exceptional circumstance. You have the option to request an extension or a deferral.

Extension

You may request an extension for up to 9 weeks to complete your QA Assessment activities. Please contact the QA Program for more information.

Deferral

To be considered for a deferral or an extension greater than 9 weeks, you must complete and submit the Request for Extension or Deferral form and provide supporting documentation to the QA Committee. The committee will review your submissions and determine if you can delay your participation. To request a deferral or extension greater than 9 weeks, please contact the QA Program.

Who can I contact if I have questions?

Email the QA Program at QAassessment@cnomail.org, or call 416-963-3922 (1-800 387-5526 ext. 3922).

Appendix A

Learning plan evaluation criteria

The QA Peer Coach is looking for the following criteria in your learning plan:

- You have identified two learning goals relevant to your practice
- Your learning goals are linked to at least one principle from the *Code of Conduct*
- Your learning goals are relevant to your current or future nursing practice, including preparing for any new roles and responsibilities
- Your learning goals are aligned with your own learning needs and activities
- Your learning activities are relevant to the learning goals you identified
- Your learning goals **do not** have the potential to negatively impact public trust, client care or safety

Appendix B

Code of Conduct practice activity evaluation criteria

The QA Peer Coach is looking for the following criteria in your *Code of Conduct* practice activity:

- You have selected two different principles in the *Code of Conduct* and provided one example for each principle
- Your examples are from your own practice
- Your examples are an interaction, event or experience
- Your examples clearly demonstrate the selected principles and how you personally demonstrate the principles in your practice
- Your examples **do not** have the potential to negatively impact public trust, client care or safety

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