

Quality Assurance

Part A: Assessment Completion Guide RN/RPN



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

THE STANDARD OF CARE.



QUALITY
ASSURANCE

Commercial or for-profit redistribution of this document in part or in whole is prohibited except with the written consent of CNO. This document may be reproduced in part or in whole for personal or educational use without permission, provided that:

- Due diligence is exercised in ensuring the accuracy of the materials reproduced;
- CNO is identified as the source; and
- The reproduction is not represented as an official version of the materials reproduced, nor as having been made in affiliation with, or with the endorsement of, CNO.

First published: May 2023. Updated October 2023 to include updated Message Centre, survey information and instruction page.

Table of Contents (RN/RPN)

- Step 1: 4
- Step 2: 4
- Step 3: 5
- Step 4: 6
- Step 5: 6
- Step 6: 7
- Step 7: 7
- Player Controls 8
 - Legend:..... 8
- Attestations 9
- Content tab 9
- Resume Assessment..... 10
- Certificate 11

How to access and complete your Quality Assurance (QA) Assessment: RN/RPN

Step 1:

From the Maintain Your Membership landing page, select **LOGIN TO MY ACCOUNT**.

Maintain Your Membership

1

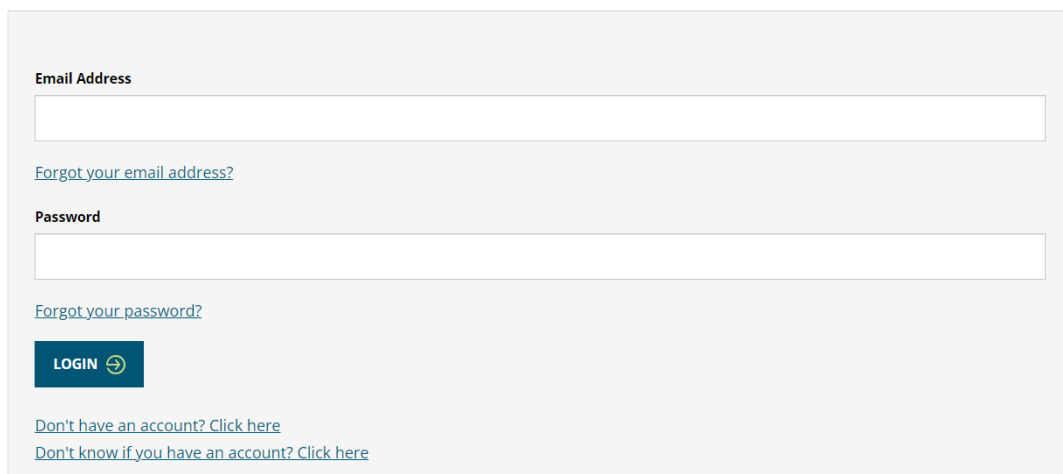
LOGIN TO MY ACCOUNT ↗

Step 2:

Complete the mandatory fields with your email address and password. Select the **LOGIN** button to continue.

Login

2



The login form contains the following elements:

- Email Address**: A text input field.
- [Forgot your email address?](#): A link below the email field.
- Password**: A text input field.
- [Forgot your password?](#): A link below the password field.
- LOGIN** ↗: A button with a right-pointing arrow.
- [Don't have an account? Click here](#): A link below the login button.
- [Don't know if you have an account? Click here](#): A link below the previous link.

Step 3:

The Maintain Your Membership (MYM) landing page will appear. Go to **message centre** to read messages.



3

Maintain Your Membership

MY MEMBERSHIP

[Renew your membership](#) [Receipts](#) [Submit a self-report](#)

[Apply to Non-Practising class](#) [Resign my membership](#) [Report hospital privileges](#)

[Report a nursing registration in another jurisdiction](#) [Report a registration in another profession in any jurisdiction](#)

QA ASSESSMENT

[Complete QA Assessment](#) [Quality Assurance program overview](#)

MY PROFILE

[Update my personal information](#) [Update my consent](#) [Change my password](#)

[Update my employer information](#)

This is how the Message Centre area will appear.

A screenshot of the Message Centre interface, enclosed in a red border. It features a table with columns for Date, Subject, and Status. Below the table are navigation buttons: PREVIOUS, NEXT, and EXIT. A red arrow points to the EXIT button.

Date	Subject	Status
2023-Nov-10	QA Assessment Reminder 2	Unread
2023-Oct-27	QA Assessment Reminder 1	Unread
2023-Oct-20	2023 CNO Quality Assurance Assessment	Unread

PREVIOUS Page 1 of 3 NEXT

EXIT

When you have finished reading the messages, select **EXIT**.

This will take you back to the MYM landing page where you can select the **Complete QA Assessment** link.

Step 4:

Select the **CONTINUE** button.

Maintain Your Membership

QA ASSESSMENT

To proceed to the QA Assessment, click *Continue* (you will be redirected to another secure website).

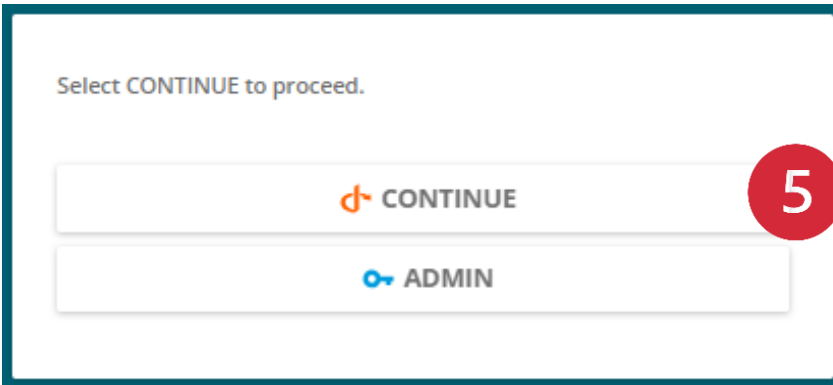
Click *Cancel* to return to the previous page.

4



Step 5:

Select **CONTINUE** from the Learning Management System (LMS) landing page.



Step 6:

Once you are logged into the LMS, you will land on the Quality Assurance course access page. Select the course entitled: **QA Assessment: RN/RPN**.

Welcome to Quality Assurance
Select the course to begin

QA Assessment RN/RPN

Have a question?
CONTACT US

QA Feedback Survey
CNO will be conducting an evaluation of the QA Assessment process. Our partner Ference & Company may contact you to complete this optional survey.

QA Assessment RN/RPN

ENROLLED
EN | 35m 00s

E-Learning

6

Step 7:

From the landing page, select **START LEARNING NOW** to begin.

Search content in the platform

QA Assessment RN/RPN > My Courses and Learning Plans > QA Assessment RN/RPN

QA Assessment RN/RPN

This course is not yet completed.

QA Assessment RN/RPN
ID: E-GVZ808
0 / 8 lessons completed

START LEARNING NOW

7

OVERVIEW CONTENT

Course Description

These modules will explore the roles and responsibility of nursing in Ontario and the legislation that governs the practice and profession. Beginning with the Nursing Act and Regulated Health Professional Act, we will review the scope of practice, the standard of care, professionalism in the workplace, the nurse-client relationship and the importance of providing culturally safe care.

Each video is approximately 4 minutes in length. At the end of each module, you will be required to complete a short checklist to demonstrate your understanding of the course material. The completion of this attestation, alongside the annual self-assessment and Learning Plan will satisfy the QA Assessment requirement.

Player Controls

The Player has **three main areas**:

1. Video area with pause/play button

Once have entered the assessment page, the video will play automatically. You can pause/play the video, but you cannot move ahead by dragging the bar forward. You must watch the video in its entirety. This action is the same for each video.

2. Content area


The content area holds all videos, attestations and instruction page. Each of the items inside the content area are locked and must be taken in the order that they appear. Once you have viewed a video or completed an attestation, that item will become unlocked and remain open for you to view.

3. Previous / Next buttons

You will be able to move through the assessment by using the **PREVIOUS/NEXT** buttons or you can select each item within the content area.

The screenshot shows a video player interface for the 'QA Assessment RN/RPN' (ID: E-GVZ808). The video is titled 'Quality Assurance Video' and is currently at 00:02 of a 04:22 duration. The video content displays the logo for the College of Nurses of Ontario (CNO) and the Ordre des Infirmières et Infirmiers de l'Ontario (OIIO), with the tagline 'THE STANDARD OF CARE.' Below the video player, there are tags for 'nursing practice', 'quality assurance module', 'quality assurance program', 'Ontario', 'knowledge check', 'practice standards', 'practice', 'assessment selection', 'assessment', and 'Learning Plan'. On the right side, there is a navigation panel with 'PREVIOUS' and 'NEXT' buttons (callout 3) and a list of content items. The first item, 'Quality Assurance Video', is highlighted and has a play button icon (callout 2). Other items include 'QA Attestation Observation Checklist', 'Regulation Video Video', 'QA Regulation Attestation Observation Checklist', 'Professionalism Video - Part 1 Video', 'Professionalism Video - Part 2 Video', 'QA Professionalism Attestation Observation Checklist', and 'Instructions'. A progress bar at the top right shows '0 / 8 lessons completed' and a trophy icon (callout 3).

Legend:

 Locked item

 Unlocked item

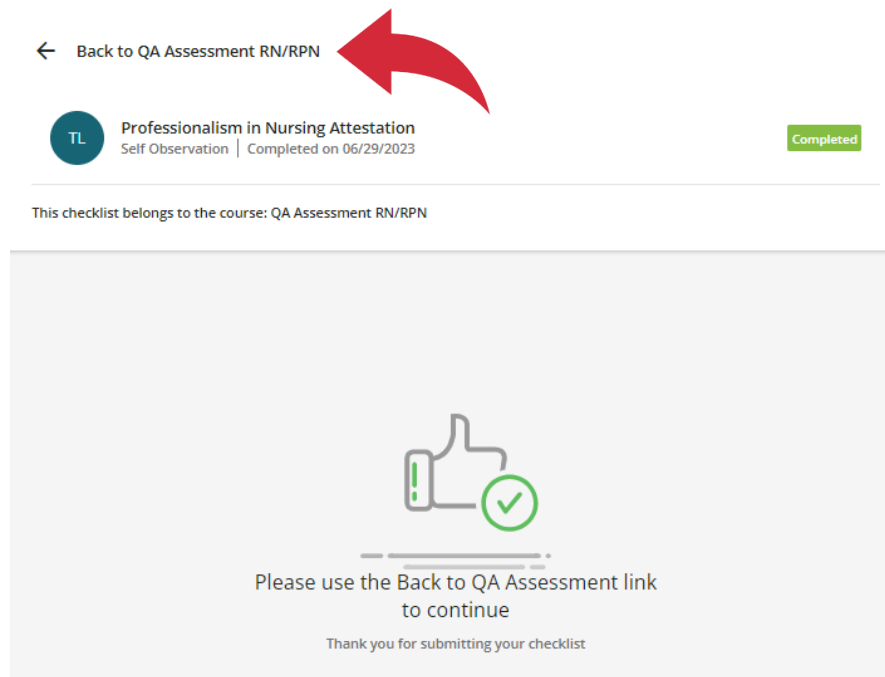
 In Progress

QA Assessment RN/RPN
ID: E-GVZ808
1 / 8 lessons completed

 Completed status

Attestations

Once you have completed the attestation, select the **Back to QA Assessment RN/RPN** link located at the top of the page.



← Back to QA Assessment RN/RPN

TL Professionalism in Nursing Attestation
Self Observation | Completed on 06/29/2023

Completed

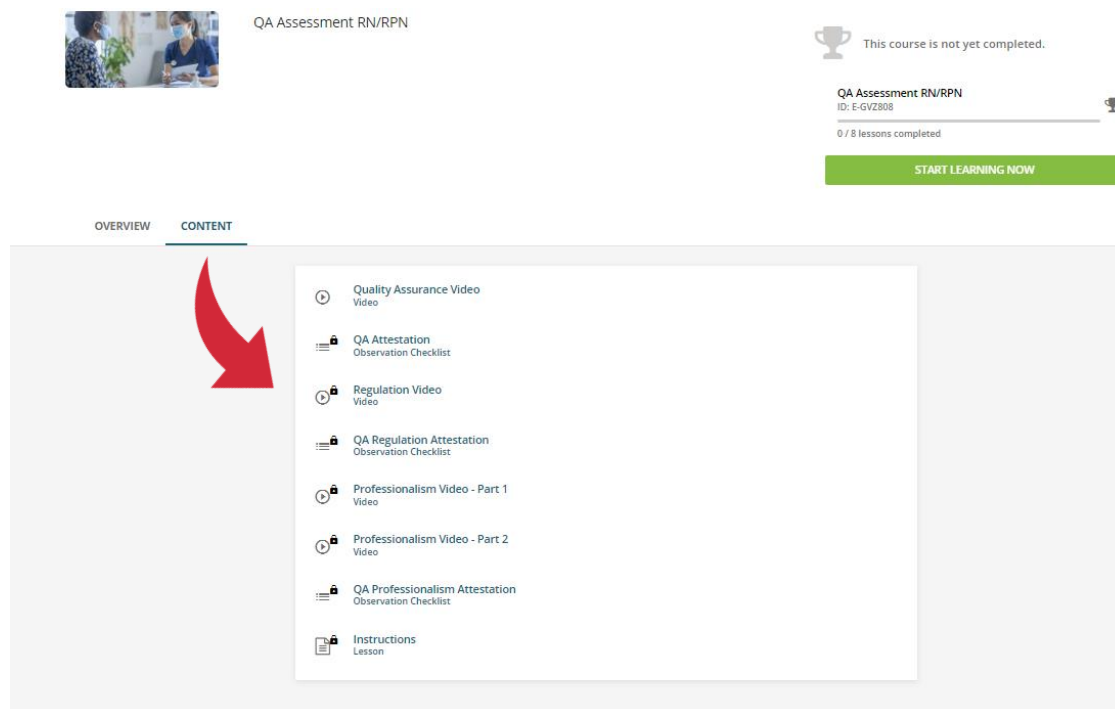
This checklist belongs to the course: QA Assessment RN/RPN

Please use the Back to QA Assessment link to continue

Thank you for submitting your checklist

Content tab

This tab shows all the content items within the assessment. Use these links to return to that section in the assessment.



QA Assessment RN/RPN

This course is not yet completed.

QA Assessment RN/RPN
ID: E-GVZ808
0 / 8 lessons completed

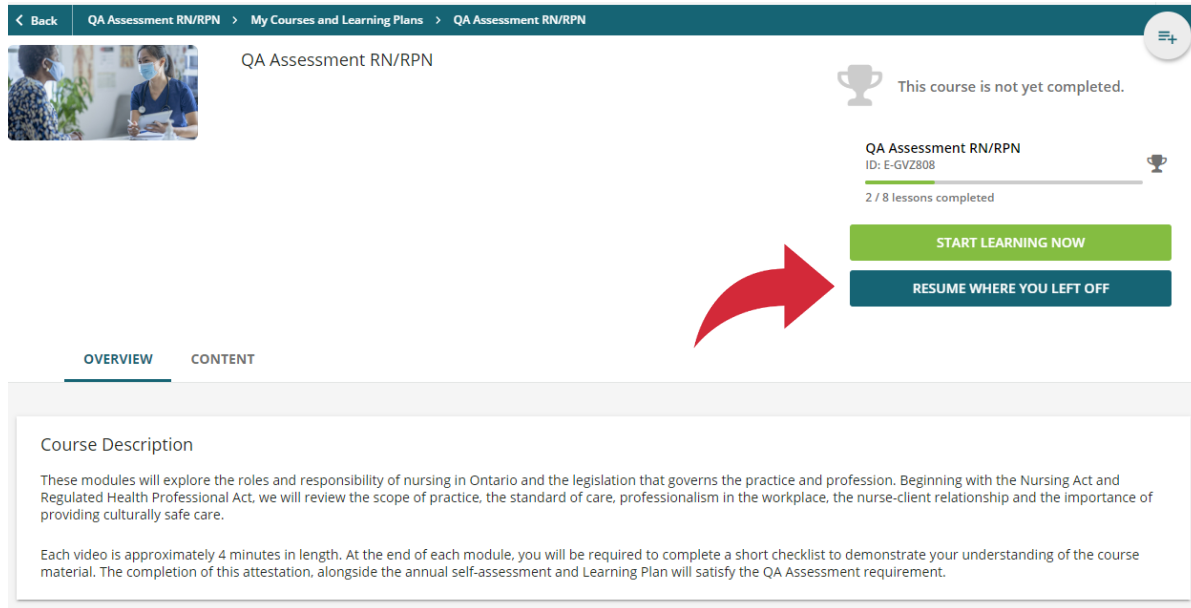
START LEARNING NOW

OVERVIEW **CONTENT**

- Quality Assurance Video
Video
- QA Attestation
Observation Checklist
- Regulation Video
Video
- QA Regulation Attestation
Observation Checklist
- Professionalism Video - Part 1
Video
- Professionalism Video - Part 2
Video
- QA Professionalism Attestation
Observation Checklist
- Instructions
Lesson

Resume Assessment

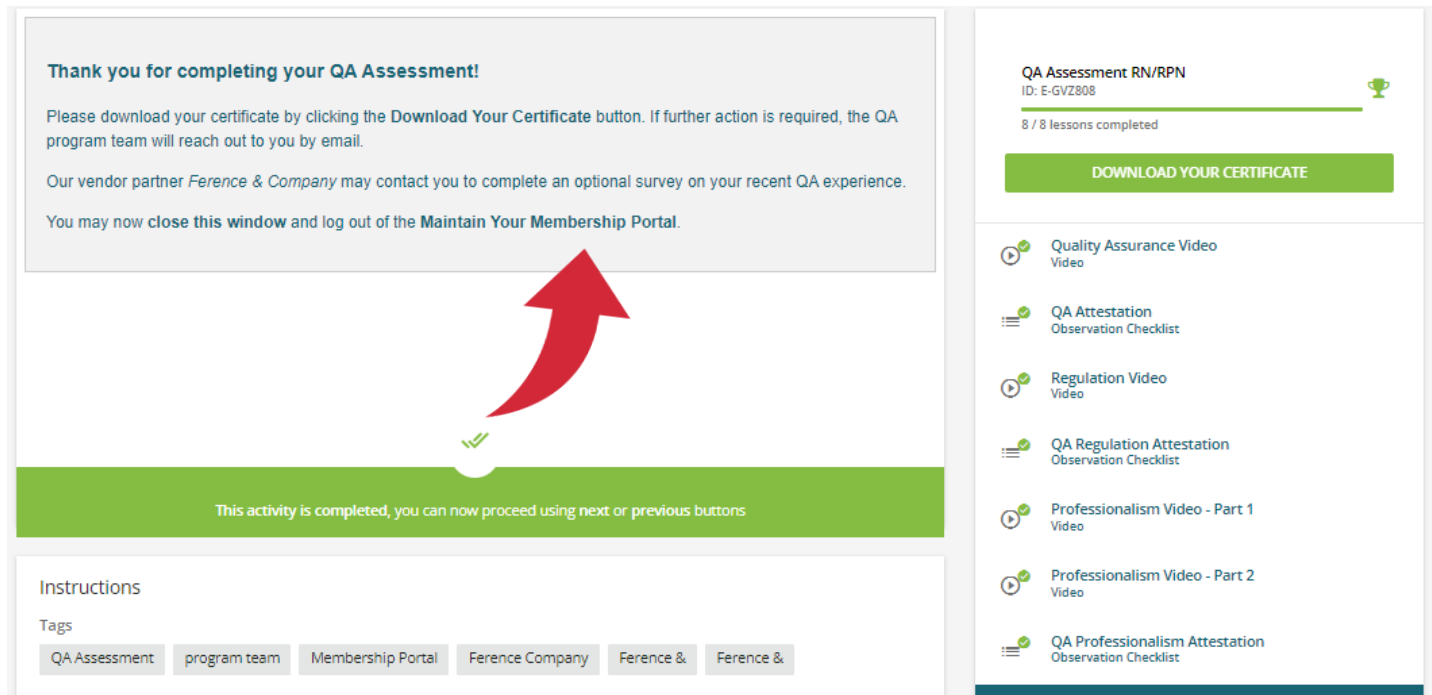
If you stop the assessment and log out, you can **RESUME WHERE YOU LEFT OFF** once you log back into the assessment.



The screenshot shows the course page for 'QA Assessment RN/RPN'. The breadcrumb trail is '< Back QA Assessment RN/RPN > My Courses and Learning Plans > QA Assessment RN/RPN'. A notification states 'This course is not yet completed.' The course ID is 'E-GVZ808' and '2 / 8 lessons completed'. Two buttons are visible: 'START LEARNING NOW' (green) and 'RESUME WHERE YOU LEFT OFF' (dark blue). A red arrow points to the 'RESUME WHERE YOU LEFT OFF' button. Below the buttons are tabs for 'OVERVIEW' and 'CONTENT'. The 'OVERVIEW' tab is active, showing a 'Course Description' section with text about nursing roles and responsibilities in Ontario, and a note that each video is approximately 4 minutes long.

Instructions

The instruction page will provide details of how to close out the assessment.



The screenshot shows the completion page for the 'QA Assessment RN/RPN' course. A message reads: 'Thank you for completing your QA Assessment! Please download your certificate by clicking the Download Your Certificate button. If further action is required, the QA program team will reach out to you by email. Our vendor partner Ference & Company may contact you to complete an optional survey on your recent QA experience. You may now close this window and log out of the Maintain Your Membership Portal.' A green bar at the bottom of the message area states: 'This activity is completed, you can now proceed using next or previous buttons'. A red arrow points to the 'DOWNLOAD YOUR CERTIFICATE' button. On the right side, the course progress is shown as '8 / 8 lessons completed'. Below this is a list of course items: 'Quality Assurance Video Video', 'QA Attestation Observation Checklist', 'Regulation Video Video', 'QA Regulation Attestation Observation Checklist', 'Professionalism Video - Part 1 Video', 'Professionalism Video - Part 2 Video', and 'QA Professionalism Attestation Observation Checklist'. At the bottom, there is an 'Instructions' section with 'Tags' including 'QA Assessment', 'program team', 'Membership Portal', 'Ference Company', 'Ference &', and 'Ference &'.

Certificate

In the Content area, select the **DOWNLOAD YOUR CERTIFICATE** button. This will download a PDF of the certificate with your name on it.

Thank you for completing your QA Assessment!

Please download your certificate by clicking the **Download Your Certificate** button. If further action is required, the QA program team will reach out to you by email.

Our vendor partner *Ference & Company* may contact you to complete an optional survey on your recent QA experience. You may now close **this window** and log out of the **Maintain Your Membership Portal**.

This activity is completed, you can now proceed using next or previous buttons

Instructions

Tags

QA Assessment program team Membership Portal FERENCE COMPANY FERENCE & FERENCE &

QA Assessment RN/RPN ID: E-GVZ808

8 / 8 lessons completed

DOWNLOAD YOUR CERTIFICATE

- Quality Assurance Video Video
- QA Attestation Observation Checklist
- Regulation Video Video
- QA Regulation Attestation Observation Checklist
- Professionalism Video - Part 1 Video
- Professionalism Video - Part 2 Video
- QA Professionalism Attestation Observation Checklist

Certificate of Completion
Quality Assurance Assessment, Part A

[firstname] [lastname]

Thank you for completing the Quality Assurance Assessment, Part A. We appreciate the work you do each day and your commitment to maintain the standard of care, protect the public and promote client safety.

CNO COLLEGE OF NURSES OF ONTARIO
ORDRE DES INFIRMIÈRES ET INFIRMIERS DE L'ONTARIO
THE STANDARD OF CARE.

QA QUALITY ASSURANCE
[date_complete]



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

THE STANDARD OF CARE.

101 Davenport Rd.
Toronto, ON
M5R 3P1
www.cno.org
Tel.: 416 928-0900
Toll-free in Canada: 1 800 387-5526 ext. 3922
E-mail: cno@cnomail.org

JUNE 2023
44051