

Update to PRCF & DMS

District Meeting Education

June 2022



Joshua Bergman
(He/Him)

Outline



- 1. Why?*
- 2. What informed changes?*
- 3. Release schedule*
- 4. Key changes to PRCF*
- 5. Key changes to DMS*
- 6. Resources*
- 7. Questions/Comments*

Why?



1. Improve quality of PRC data to assist with discussion and resolution.

2. Improve functionality of PRC Module in DMS.

What informed changes?



- *Feedback from Locals/PRC Committee Reps/PRC Advisors.*
- *Environmental scan of other Union PRC/ Workload Report Forms*
- *Literature review on workload or quality of care measures.*
- *Qualitative analysis of subset of PRC Records by UBC Researchers*

What informed changes?



- *Quantitative review of PRC Data 2011-2020*
- *Focus Groups with Locals in June 2021*
- *Legal Opinion on Use of Evidence from PRCs.*
- *Employer feedback from AHS and Covenant Health.*

Release schedule



- *Data migration immediately prior to launch.*
- *Go-live - early July 2022.*
- *Electronic Manager Response Form - Fall 2022*
- Updated PRC reporting functionality - later 2022.
- *UNA app update - later 2022.*

Encourage Electronic Reporting

<https://dms.una.ca/forms/prc>



A screenshot of the UNA website. The header includes the UNA logo, contact information (1.800.252.9394, nurses@una.ca), and social media icons. A navigation bar lists links: COVID-19, Agreements, Resources, News, Locals, About, Events, Join UNA, and UNAnet. The main content area features a large banner for the 'UNA Bread & Roses Award' with the text 'NOMINATIONS OPEN FOR'. Below the banner is a call to action: 'Nominate an outstanding UNA member for the Bread & Roses Award'. To the right, a section titled 'REPORT A CONCERN' lists three categories: Professional Responsibility (PRC), Occupational Health & Safety (OH&S), and Contract Issues, each with a corresponding icon.

New:

- *Introductory wording - just culture.*

New PRCF Submission

[Cancel](#)

It is your Employer and UNA's expectation that any information reported anywhere on the PRCF will be handled within the context of a just culture and any article outlined in the Collective Agreement including no discrimination.

- A just culture means that reporting is conducted within a psychologically safe environment where everyone (Employees and Employer representatives) is treated with care, respect, and dignity.
- The purpose of sharing and discussing this information is for system reporting, learning, and improvement purposes and should not be used to place individual blame or for coaching and/or discipline.
- The Employer and Union have made a commitment to this process including the importance of upholding the principles of joint problem-solving, collaboration, and mutual respect during every discussion and step of this process.
- There shall be no discrimination, restriction or coercion exercised or practiced by either party in respect of an Employee or an Employer exercising any right conferred under the Collective Agreement, such as reporting concerns through the PRC process.

Items marked with  are required for final submission

Only the Local is required when saving as a draft.

New:

- *Ability to edit Employer and Local.*

General Information

Employer¹

Local

780

 St. Apple Health Centre

Worksite & Unit / Office / Program¹

Name

Search Local 780 Units

(leave blank to load all)

Manager you report to

Name

Email

When you submit the PRCF, a copy of it will be sent to the email address entered here. Your name — and the names of any specified additional signatories — **will be shared in that email.**

New:

- *Shift Length*
- *Concern Type*

Details of Concerns

When did the concerns occur? ¹

Shift ¹

- ☐ Day
- ☐ Evening
- ☐ Night

Shift Length

- ☐ 12 hour
- ☐ 10 hour
- ☐ 8 hour
- ☐ 4 hour
- ☐ Other

Concern Type

- ☐ Isolated
- ☒ Ongoing

For how long has it been ongoing? ¹

- ☐ 0-3 months
- ☐ 3-6 months
- ☐ 6 months or more

New:

- *Number of staff on overtime (OT).*
- *Ability to specify “Other” designation.*
- *Number beds (care spaces) on unit.*
- *Number of clients on your caseload.*
- *N/A and Don’t Know*

Is staffing a factor for the concerns?

- ☒ Yes
☐ Partial
☐ No

Complete the following information for the shift where the concerns occurred, **as applicable** and if known.

	RN/RPN	LPN	HCA	Other []	Don't Know
Baseline (Regular) staffing	[]	[]	[]	[]	<input type="checkbox"/>
Number of staff actually working	[]	[]	[]	[]	<input type="checkbox"/>
Number of staff on overtime (OT)	[]	[]	[]	[]	<input type="checkbox"/>

		N/A	Don't Know
Number of beds (care spaces) on unit	[]	<input type="radio"/>	<input type="radio"/>
Number of patients on unit	[]	<input type="radio"/>	<input type="radio"/>
Number of overcapacity patients on unit	[]	<input type="radio"/>	<input type="radio"/>
Number of patients/residents assigned to you	[]	<input type="radio"/>	<input type="radio"/>
Number of clients on your caseload	[]	<input type="radio"/>	<input type="radio"/>

New:

- *Was mandatory OT utilized?*
- *Staffing shortage due to:*
- *Were attempts made to fill the staffing shortage?*

Was mandatory OT utilized?

The Employer is requiring (mandating) you to report to work when you are not scheduled for a shift. This could include being mandated to stay past your scheduled shift.

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ N/A

Staffing shortage due to

- ☐ Sick call
- ☐ Vacancy
- ☐ Vacation
- ☐ Other
- ☐ Don't know
- ☐ N/A

Were attempts made to fill the staffing shortage?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ N/A

New:

- *What actions or steps, if any, did you or others take to try to address the concern(s) and what was the time involved in taking these steps or actions?*

Detailed Description of the concerns ¹

(Be specific, describe the actual or potential impact to patient/resident/client care, **do not use any patient/resident/client/staff identifying information**, and describe the concern(s) using professional and respectful language.)

What actions or steps, if any, did you or others take to try to address the concern(s) and what was the time involved in taking these steps or actions?

(e.g. Notifying charge nurse/team lead, manager, physician for support; calling in extra staff; changing the patient/resident/client assignments; prioritizing care; missing breaks; staying late, etc.)

RLS/Incident Report №

(The UNA PRCF does not replace the Employer's incident reporting form/system. RLS is a voluntary reporting system. You are under no obligation to indicate whether you filled out a RLS report on this form).

New:

- *Introductory wording.*

Discussion with Manager

- Your Employer and UNA jointly support the PRC process and as such Employees do not need the permission of a Manager to fill out a PRCF and may fill it out prior to the discussion with a Manager; however, the Collective Agreement states that a discussion must occur before the matter is discussed at the PRC Committee.
- This discussion should ideally be done by the Employee(s) identifying the concern; however, depending on the nature of the concern, availability or comfort of the Employee, the meeting may be between the Employee and Manager or UNA Local and Manager, or a meeting of the UNA Local, the Employee and Manager.
- The Manager may reach out to the Employee and/or Local to initiate this discussion, should they receive a PRCF before a discussion has occurred, reflecting the collaborative intent of this process.
- These discussions must take place within a just culture where everyone feels safe, encouraged, and enabled to openly discuss patient care quality and safety concerns; and where everyone is treated with care, compassion, respect, dignity, and without fear of or actual retribution for raising and discussing such concerns.

New:

- *Did you discuss the concerns with a Manager or Manager on Call?*
- *How did the discussion occur?*
- *Did this discussion resolve any or all of the concerns?*
- *What resolved the concerns?*
- *What remains unresolved?*

Did you discuss the concerns with a Manager or Manager on Call?

- ☒ Yes
☐ No

Name of Manager ⁱ

Date of discussion ⁱ

How did the discussion occur? ⁱ

- ☐ In Person
☐ Phone
☐ Other

Did this discussion resolve any or all of the concerns?

- ☐ Yes
☐ Partial
☒ No


What remains **unresolved**?

New:

- *Why not?*

Did you discuss the concerns with a Manager or Manager on Call?

- ☐ Yes
- ☒ No

Why not? 

- ☐ Sent email to Manager to notify and arrange discussion
- ☐ Prefer the support of my UNA Local prior to the discussion
- ☐ Other

New:

- *Examples provided.*

Recommendations

What is needed to prevent the concern(s) from occurring again? ¹

(Be specific and describe your recommendations using professional and respectful language. e.g. replace vacant shifts even at OT, augment staffing for increased workload/acuity, increase casual pool or add regularized relief positions, proactively review schedule to ensure appropriate skill mix of staff based on experience/ qualifications.)

Contributing Factors

Please select the following categories that are **contributing factors** to the concerns you are raising (check all that apply)

Workload

[Definitions](#)

- ☐ Acuity
- ☐ Assistance with ADLs
- ☐ Wandering/Confusion
- ☐ Emotional Abuse/Violence
- ☐ Physical Abuse/Violence
- ☐ Overcapacity
- ☐ Heavy Assignment/Caseload
- ☐ Admissions/Discharges
- ☐ Non-Nursing Duties
- ☐ Interruptions
- ☐ Other

Inadequate Staffing

Inadequate Baseline (Regular) Staffing

- ☐ RN
- ☐ RPN
- ☐ LPN
- ☐ HCA
- ☐ Other

Vacant Shift - Not Filled

Replacement not approved

- ☐ At Straight Time
- ☐ At OT
- ☐ Unable to fill
- ☐ Administrative/Staffing Office Issues
- ☐ Inappropriate Replacement
- ☐ Staff assigned on-call

Inappropriate Skill Mix

- ☐ Inadequate Qualifications/Education
- ☐ Inadequate Experience
- ☐ No Charge RN/RPN or Team Lead
- ☐ Charge RN/RPN or Team Lead with Patient/Resident
- ☐ Unregulated Health Care Provider
- ☐ Contracted/Agency Staff
- ☐ Inadequate Physician Coverage/Support
- ☐ Other

Other Inadequate Resources/Supports

- ☐ Policy/Procedure/Protocol
- ☐ Supplies/Equipment
- ☐ Infection Prevention & Control

Technology/Software

- ☐ Connect Care
- ☐ Other
- ☐ Care Space
- ☐ Orientation/Education
- ☐ Communication
- ☐ Reduction or Loss of Service/Program

Security

- ☐ Peace Officer
- ☐ Contracted Security
- ☐ Other
- ☐ Other

Impact on Patients/Residents/Clients & Staff

*Note: The information reported in this section **will not be shared** with your Manager/Employer as part of the PRCF you complete. It may be shared with your Employer as part of a summary report without any individually identifying information.*

Please select the following categories that describe the **impact** of the concerns on patients/residents/clients and staff (check all that apply)

Patient/Resident/Client

[Definitions](#)

Delayed or Missed Care

- ☐ Comfort/talk with patients/ residents/clients
- ☐ Develop or update nursing care plans
- ☐ Develop or update RAIs
- ☐ Educating patients/residents/clients and families
- ☐ Oral hygiene
- ☐ Documentation of nursing care
- ☐ Patient/Resident/Client surveillance/ monitoring
- ☐ Changing of patient/resident/client position
- ☐ Mobilizing patient/resident/client
- ☐ Skin/peri/incontinence care
- ☐ Bath/shower
- ☐ Prepare patients/ residents/clients and families for discharge
- ☐ Medication administration
- ☐ Pain management
- ☐ Treatments and procedures
- ☐ Home Visit
- ☐ Follow-Up Phone Call
- ☐ Follow-Up Email
- ☐ Other delayed or missed care activities
- ☐ Close Call
- ☐ Adverse/Harmful Event
- ☐ Other

Staff

Missed breaks

- ☐ Requested OT
- ☐ Did Not Request OT
- ☐ Started early/stayed late
- ☐ Compromised Nursing Standards/Code of Ethics
- ☐ Moral Distress
- ☐ Fatigue/Burnout
- ☐ Fear/Anxiety
- ☐ Workplace Acquired Injury/Illness
- ☐ Other

Note:

- *The information reported in this section will not be shared with the Employer on an individual PRCF basis.*

New:

- Ability to submit PRCF on behalf of someone else.
- Ability to identify additional signatories to the PRCF.

Submitter Information

Concerns are from

- ☐ an Individual
☒ a Group

Electronic PRCF Submitter Lois Lane

(the person who filled out and submitted this electronic form, not necessarily the person — or people — who are signatories to this issue)

If the above PRCF is from a paper form you are entering for someone else, please enter **their** information here and specify when the paper form was submitted

Full Name

Designation

- ☐ RN
☐ RPN
☐ LPN
☐ Other

Phone

Email

Primary Contact for the PRCF

[+ Add Additional Signatory](#)

To add clarity and be involved in the conversation and development of recommendations for resolution, the Employees who submitted the PRCF and the applicable Manager are encouraged to attend the PRC Committee meeting where the PRCF is to be discussed.

☐ Submit & Finalize

Check this box only when you are finalizing the PRCF. Once the PRCF is submitted with this box checked, **you will no longer be able to make changes to it.**

[Save PRCF](#)

New:

- Ability to *reassign PRCF to another Local.*

General Information

Employer	Alberta Health Services	
Local	780	↗ Reassign to Other Local
Worksite & Unit/Office/Program	St. Apple Health Centre & Long Term Care / Emergency	
Manager	John Smith	john.smith@applehealthcentre.ca

Reassign PRCF to Local ✕

You may use this form to reassign PRCF 780-2022-0003 to another Local.

The following will happen if you choose to complete the reassign process:

- the form number of this PRCF will be updated to reflect the new Local
- the new Local will be notified
- the signatories will be notified
- the Manager specified in the General Information section — John Smith — will be notified

Recipient Local

1 - Peter Lougheed Centre



[↗ Reassign](#)

New:

- Ability to *reopen closed PRCFs.*
- Ability to *email different versions of the PRCF depending on the recipient.*

PRCF 780-2022-0001

Closed



Reopen

E-mail a Copy of this PRCF

Enter the address to which you wish to send a copy of PRCF 780-2022-0001

Recipient Address 

Recipient Kind 


Selecting **Manager** as the Recipient Kind will cause certain potentially-sensitive information to be left out of the e-mailed copy of this PRCF.

 Send

New:

- *Section to document Manager Response Forms (MRF).*
- *Electronic MRFs (sent to Employer for completion) will be enabled in Fall 2022.*

Manager Response Forms (MRFs)


	Form №	Submitted	Responding Manager	Notice Last Sent To
 Fill Out	MRF-2022-00015			

MRF-2022-00015

Alberta Health Services


This form is to be completed by the most immediate supervisor in an excluded management position in response to a Professional Responsibility Concern.

Note: In this response, please do not use any patient identifiers.


Items marked with  are required

Supervisor Name 


Date 06/13/2022

UNA PRCF № 780-2022-0003 

Employer Form № (if applicable)

Was an RLS completed?  ☐ Yes ☐ No


Worksite (Unit/Department) St. Apple Health Centre & Long Term Care / Emergency

Date of PRC Event  mm/dd/yyyy

What is the issue:

Is this an isolated or recurring/ongoing issue?

(Note approximate date issue brought to your attention, frequency, and brief overview of measures taken to address to date)

Was there an established procedure/process for dealing with this issue?  ☐ Yes ☐ No

What variables may have affected this situation?


- ☐ Staffing
- ☐ Sick Calls
- ☐ Skill Mix
- ☐ LOA
- ☐ Workload
- ☐ Other

Comments/Description:

Specific response or action plan that was taken to address the event/issue:

This MRF will be recorded as having been entered electronically by Lois Lane.

Once submitted, you will not be able to make further changes.

 Submit Response

New:

- New PRCF Management Section.
- AHS Zone
- Ability to specify Primary Issue
- Ability to Link PRCFs in DMS to batch update *Stages, Events, and Resolution & Closure Summary* for a related group of PRCFs.

PRCF Management

AHS Zone  Edmonton

Linked PRCFs  Link

Primary Issue

A brief few words describing the primary issue of this form



Link to Other PRCFs

Enter the form number of another PRCF to which you'd like to link PRCF 780-2022-0003. It can be another "standalone" PRCF or one that's already part of a linked group.

Important: when establishing the link, the information from one of the PRCFs **will overwrite the values in the other PRCF** for the following items, pulling the new values from the other form:

- Primary Issue
- Stages
- Events
- Resolution/Closure Summary

You will be given the opportunity to choose which form's data overwrites the other's.

 780-  Look Up

New:

- Ability to document specific timelines and events for each *Stage* of PRC process.
- Will update across any linked PRCFs.

Stages

Discussion at Committee +

UNA Staff Involvement +

Referred to Voluntary Mediation +

Advanced to Senior Leader +

Advanced to CEO +

Advanced to IAC +

Advanced to Board +

Advanced to Senior Leader  

As of May 01, 2022

Description Advised Employer at May 1, 2022 PRC Committee meeting that UNA would like to advance this group of unresolved PRCFs related to inadequate staffing in ER to Senior Leader for resolution.

Meeting requested May 06, 2022

Senior Leader Jane Smith

Response letter date June 10, 2022

Events for Advanced to Senior Leader





Meeting on May 27, 2022



Meeting presentation and notes attached.

Kind Local

Attachments 


 Senior Leader Presentation and Notes.pdf [462.48 KB]

Remove


New:

- Expanded *Resolution & Closure Summary* section to better capture PRC resolutions for a PRCF or linked group of PRCFs.

Resolution & Closure Summary

Is the issue resolved? Yes 

Date of resolution 06/03/2022

Is there a written resolution? Yes 

Where is the resolution documented?

- ☐ PRC Committee Minutes
- ☒ Written Response/Resolution

Resolution Content

PRCFs resolved on the basis of the following commitment from AHS:

1. Addition of 2 RNs to day shift.
2. Addition of 1 LPN to night shift.
3. Addition of 1 HCA to all shifts.

Resolution Content Attachments

Please make changes to these when not editing the Resolution & Closure Summary section.

Closure Date 06/03/2022 If left blank, will be auto-filled with the current date upon closing the PRCF.



New:

- Updated PRC meetings functionality.
- Ability to create Agenda and document Minutes in DMS.
- Ability to assign PRCFs to an agenda and add all outstanding PRCFs from a previous meeting.

×

New PRC Meeting

Select the date for the new meeting:

Meeting Date 06/15/2022

☒ Automatically assign all outstanding PRCFs from previous meetings to this new meeting's agenda.
A PRCF is considered 'outstanding' when it is still open and marked as being in an unresolved state.

Create Meeting

New:

- Ability to auto-populate standard agenda items.
- PRCFs added to agenda can be labelled as New, Active, or Outstanding.
- Ability to discussion, actions, follow up, and next steps for each PRCF.

L780 PRC Committee Meeting, June 15, 2022 [Zoom](#)

Attendees [✎](#)

UNA:
- Mary Gordon
- Steph Fxit
- Bonnie Morestaff

AHS:
- Bob Smitherington
- John Smith
- Sandy Sell

Agenda & Minutes [✎](#)

- 1.0 Call to Order
- 2.0 Approval of Minutes
- 3.0 Additions to Agenda
- 4.0 Standing Items
 - 4.1 Management - Current Initiatives (Site or Organizational) (e.g. changes to model of care, quality reports, etc.)
 - 4.2 UNA (e.g. report from UNA database)
 - 4.3 Rumours
 - 4.4 Trends
 - 4.5 PRC Process Check-In
- 5.0 PRCs
 - 5.1 New PRCs (New and Active PRCs)
 - 5.2 Monitoring/Evaluation updates from previous PRCs (All Other Outstanding PRCs)
- 6.0 Meeting Recap and clarify key messages, next steps and responsibilities.

PRCs [+](#)

[Expand All](#) [Collapse All](#)

Primary Issue Inadequate Baseline Staffing

[↑](#) 780-2022-0002 [⌵](#)
Type **New** [✎](#)



Primary Issue Inadequate Baseline Staffing

[↑](#) 780-2022-0003 [⌵](#)
Type **New** [✎](#)



Primary Issue Inadequate Baseline Staffing

[↑](#) 780-2022-0001 [⌵](#)
Type **Outstanding** [✎](#)



Resources



- Updated help guides at: <https://help.una.ca/category/prc/>
- Updated DMS Module Walkthrough at: <https://education.una.ca/courses/prc-management-dms/>
- Updated Reporting a PRC Checklist at: <https://www.una.ca/document/reportingaprc>

Where do I direct questions/concerns?



- Process questions: E.g. How do I use the system? What or should I fill out or what does that mean? Why is that field there? —> **Contact your assigned PRC Advisor**
- Technical questions/issues: E.g. error messages, bugs, system/function not working —> **Contact Systems Support**

Summary



- *New changes to PRCF and DMS will go live in early July 2022.*
- *Encourage members to report PRCFs electronically via UNA's website.*
- *Electronic MRF to be released in Fall 2022.*
- *UNA app to be updated later this year.*

Acknowledgments



- *Jeff Nouwen, Andrew Johnson, Laura Curley, UNA Systems*
- *PRC Steering Committee (EOs, UNA Management, PRC Advisors, Vanessa Ruth)*
- *Tara Forbes, Educator*
- *Kelly de Jong, Graphic Artist*
- *Local Exec and PRC Committee Reps*

Questions/Comments

