



Date: June 15, 2017

To:

- AHS and UNA Representatives currently sitting on local Professional Responsibility Concern Committees
- Leadership representatives from both AHS and UNA
- AHS HR and LR Representatives and UNA LROs

From:

- Deb Gordon, AHS Vice President and Chief Health Operations Officer, Northern Alberta
- Brenda Huband, AHS Vice President and Chief Health Operations Officer, Central and Southern Alberta
- Heather Smith, President, United Nurses of Alberta

Re: AHS/UNA Professional Responsibility Process Improvements




Over the past year, representatives from AHS and UNA have been working together to identify opportunities to improve the effectiveness of the Professional Responsibility Concern (PRC) process. AHS and UNA agree that the function of the PRC Committees (PRCC) is to examine issues and make recommendations regarding concerns identified by both the Employees and Managers relative to patient care. AHS and UNA also are committed to a shared vision - that the PRC process promotes safe, high quality patient care.

AHS and UNA acknowledge that, in many places across the province, shifting the current PRCC operations to a more proactive and collaborative culture will be a significant change. In support of this change, a number of new resources have been developed to assist local PRCCs.

Forum 19 representatives and the senior leadership of both AHS and UNA are committed to supporting PRCC representatives across the province and ensuring that the PRCCs are an effective, proactive, collaborative mechanism to address patient care issues. In support of this, a joint presentation and new resources will become available over the next few months, with joint, in-person sessions to follow in the Fall.

We are excited for the opportunities this represents for us to work together to improve the PRC process. We believe that our patients, employees and members will all benefit from moving to a more consistent, proactive and collaborative approach to our joint PRC process. We all have a responsibility to contribute to these improvements and we will all share the benefits.

WATCH FOR INFORMATION REGARDING THE INTRODUCTION OF NEW PRC PROCESS RESOURCES AND JOINT PRESENTATION!

Signed for AHS: Deb Gordon 	Signed for AHS: Brenda Huband 	Signed for UNA: Heather Smith 
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Alberta Health Services (AHS) / United Nurses of Alberta (UNA) Professional Responsibility Concern Process

Vision

The AHS/UNA Professional Responsibility Concern (PRC) process promotes safe, high quality patient care.

Principles

1. Professional Responsibility Concern Committees (PRCCs) are joint committees focused on **joint problem-solving** through **collaboration** in an environment of **mutual respect** to resolve issues as close to the point of care as possible.
2. Both AHS and UNA representatives have an obligation to establish, organize and participate in the PRCCs to maximize their effectiveness and to seek opportunities for resolution throughout the entire process.
3. Full, consistent disclosure of **agreed upon, available, relevant** information by both parties to support decision-making and enhanced learning.
4. Every step of this process should occur within a **just culture**, which is supported and actively fostered by both UNA members and all levels of AHS management. A just culture improves **safety of care** and services as it encourages the reporting and discussion of adverse events, close calls, near misses and hazards. A just culture acknowledges error as fact, and does not punish individuals for system failures of which they have no control over but reinforces the need for **professional accountability**.
5. The PRC process is in alignment with the College and Association of Registered Nurses of Alberta (CARNA) Practice Standards for Regulated Members, the College of Registered Psychiatric Nurses of Alberta (CRPNA) Code of Ethics and Practice Standards, and the Canadian Nurses Association (CNA) Code of Ethics. All three documents emphasize the professional responsibility Registered Nurses (RN) or Registered Psychiatric Nurses (RPN) must demonstrate to ensure safe, competent, and ethical nursing care.
6. This process is also regulated by the steps outlined in *Article 36: Professional Responsibility of the UNA/AHS Collective Agreement* and the approach taken by both UNA and AHS in addressing a Professional Responsibility Concern (PRC) should not violate the terms of this article.