

# GUIDING PRINCIPLES PROFESSIONAL RESPONSIBILITY PROCESS

April 1, 2019 to March 31, 2022

*The purpose of this Memorandum of Agreement (MoA) is to clarify and streamline the process through which professional practice problems are addressed.*

*The new process focuses on practice problems related to Nursing Standards of Practice and intends to solve practice issues collaboratively at the local level.*

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

The process is designed to identify problems and foster solution-based teamwork; it does not involve blame. Nurses and managers are on the same team!

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

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

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

The PR process is a joint problem-solving and learning process and is not expected to result in any discipline. Circumstances where managers and/or nurses feel intimidated or threatened to engage in dialogue are serious and require immediate supportive action.

Ongoing, timely communication is an important element in the PR process.

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

The parties will respectfully use the PR MoA for problem solving related to practice problems.

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

## 4. The most effective approach to resolution of the practice problems 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.