Home Care & Community Care Professional Responsibility Workload Cheat Sheet

How to use this guide:

When your working conditions compromise your ability to meet your CNO Standards, employer policy or when your ability to provide quality client care is compromised, use this Cheat Sheet to craft professional practice language to use when filing a Professional Responsibility Workload Report Form.

The table is separated into five different columns. Use the template below to craft the language that you will use in your workload report form to describe your professional practice concerns.

	COLUMN A: Indicator for Professional Practice Issue	COLUMN B: Professional Practice Language	COLUMN C: CNO Standard of Practice/Guideline	COLUMN D: Suggestions to Resolve Workload Concern (Accountabilities for Nurse Administrators)	COLUMN E: Self-Identified Suggestions
Workload Review Form Language:	As a result of [A], I am unable to [B], Which falls under the [C]. Therefore, to resolve this concern, I suggest the following changes [D] as per CNO's accountabilities for Nurse administrators. More specifically, I believe that the following changes [E] are necessary for me to be able to meet my professional practice standards and provide quality patient care.				
Example:	*As a result of not being able to see my patients prior to discharge,*	*I was unable to provide, facilitate, advocate and promote the best possible care for patients*	*Which falls under the CNO Practice Standard: Professional Standards, Revised 2002 - Accountability*	*Therefore, to resolve this concern, I suggest the following changes: Staffing that is compatible with Resident Care Needs and Professional Practice (E.g., X amount of RPNs, PSWs, RNs etc.) and ensuring a quality practice setting that enables nurses to provide safe, effective and ethical care.*	*Please provide **detailed suggestions** relevant to your workplace/workload concern.*

Indicator for Professional Practice Issue (Why are you unable to practice in accordance with CNO Standards of practice and Guidelines or employer policy?)	Professional Practice Language	CNO Standard of Practice/Guideline	Suggestions to Resolve Workload Concern (Nurse Administrator Accountabilities)	Self- Identified Suggestions
☐ Unable to see patients for urgent visits within timeframe as per organizational policy ☐ Unable to see patients for additional visits/re-assessments within timeframe as per organizational policy ☐ Lack of discharge documentation prior to admission ☐ Additional time spent due to unforeseen barriers (i.e., IT issues, travel time, remote/mobile)	Unable to provide, facilitate, advocate and promote the best possible care for patients	CNO: Professional Standards – Accountability	Staffing that is compatible with Client Care Needs and Professional Practice Ensuring a quality practice setting that enables nurses to provide safe, effective and ethical care	☐ In-service ☐ Replace Sick calls/LOAs/Vacancies ☐ Change Physical layout ☐ Review Support staffing ☐ Review Client Ratio/Caseload #s ☐ Orientation ☐ Review Policies and Procedures ☐ Float/Casual pool ☐ Perform Workload Audit ☐ Process Review ☐ Review Care Coordinator Staffing/ONA Regulated Health-care Professional Staffing ☐ Equipment/Technology: Please specify: ☐ Other:
☐ Unable to contact manager/designate to obtain assistance ☐ Unable to receive assistance/support required to provide safe, effective and ethical care (i.e., obtaining assistance from other care coordinators, lack of coverage) ☐ Additional time spent seeking support (i.e., emailing or calling managers)	Unable to seek assistance appropriately and in a timely manner	CNO: Professional Standards – Accountability	Ensuring a quality practice setting that enables nurses to provide safe, effective and ethical care Available resources and supervision to provide adequate quality care to clients maintaining safety standards and practices	
☐ Unable to provide the time required to attend to concerns/complaints ☐ Unable to provide service care plan as per care coordinator's assessment (i.e., algorithms, service provide capacity and organizational guidelines) ☐ Unable to return patient-related calls in a timely manner	Unable to meet the therapeutic needs of the patient	CNO: Therapeutic Nurse-Client Relationships – Client-centred care	Staffing levels that are compatible with Client Care Needs and Professional Practice Leadership that appropriately uses, educates and supervises staff Establish quality practice setting that enables nurses to provide safe, effective and ethical care	

Indicator for Professional Practice Issue (Why are you unable to practice in accordance with CNO Standards of practice and Guidelines or employer policy?)	Professional Practice Language	CNO Standard of Practice/Guideline	Suggestions to Resolve Workload Concern (Nurse Administrator Accountabilities)	Self- Identified Suggestions
☐ Unable to complete Coordinated Care Plan (CCP)	Unable to develop and/or follow a comprehensive care plan with the patient and health care team that aims to meet the patient's needs	CNO: Therapeutic Nurse-Client Relationships – Client-centred care	Provide Professional Practice Leadership that appropriately uses, educates and supervises staff Establish quality practice setting that enables nurses to provide safe, effective and ethical care Establish policies and procedures to support a work environment to complete tasks in a timely manner and respond in real time	
☐ Additional time required per visit due to individual patient care needs (i.e., language barrier, social determinants of health, family dynamics)	Unable to provide therapeutic communication to meet the needs of clients by modifying communication style, as necessary (i.e., to accommodate a different language, literacy level, developmental stage or cognitive status)	CNO: Therapeutic Nurse-Client Relationships – Client-centred care	To establish quality practice setting that enables nurses to complete tasks in real time and provide appropriate staffing levels to complete tasks and promote client-centered care	
☐ Unable to document within timeframe as defined by organizational policy (within 24 hours as per policy) ☐ Unable to complete RAI and lock RAI HC within 3 days	Unable to ensure that documentation of patient care is completed in a timely manner	College of Nurses of Ontario Practice Standard: Documentation, Revised 2008 – Accountability	To establish quality practice setting that enables nurses to complete tasks in real time and provide appropriate staffing levels to complete tasks and promote client-centered care	
☐ Unable to complete referral which becomes unassigned (goes into electronic folder with other unassigned referrals)	Unable to maintain commitments (keeping promises, being honest and meeting implicit or explicit obligations toward their clients, themselves, each other, other members of the health care team and quality practice settings)	College of Nurses of Ontario Practice Standard: Ethics	To establish quality practice setting that enables nurses to complete tasks in real time and provide appropriate staffing levels to complete tasks and promote client-centered care	