

# reporting a PRC

## CHECKLIST



- Discuss the issue with your immediate supervisor/Manager in a timely manner.** If you are uncomfortable or unable to have this discussion, your Local may assist you or have the discussion on your behalf. If the issue is urgent or an emergency, **you must** have this discussion with your Manager or Manager-On-Call immediately.
- Fill out a Professional Responsibility Concern Form (PRCF)** as soon as possible. This can be done using a paper form or electronically.
- Paper PRCF:** Keep one copy for yourself, give one copy to your Local, and one copy to your Manager.
- Electronic PRCF:**
- Get the UNA app.** Available for iOS and Android. Or enter online at <https://dms.una.ab.ca/forms/prc>.
- Have your Employer name, Employee number, and home postal code ready.** You will be asked to enter this information to validate who you are.
- Enter your phone number and email address** so your Local can contact you to gather more information and update you on the status of your PRC.
- Enter your Manager's email address** to ensure they get a copy. A copy will automatically be emailed to the Local.
- Manager/Manager on call contacted?** Yes or No. This should always be yes, if the issue was urgent or an emergency. If yes, complete the following:
- Date**
- Time**
- Name of Manager on call contacted.** Complete if you had to contact a Manager on call.
- Was staffing a factor?** Yes or No. If yes, complete the following:
- Baseline staffing.** Indicate the number of RN, RPN, LPN, and/or HCAs that are part of the normal baseline staffing. If you work in community, what is the normal number of staff working in your office on any given day?
- Number of staff working.** Indicate the actual number of RN, RPN, LPN and/or HCAs that were working.
- Number of patients on unit.** This question may not apply if you work in community or some other type of outpatient program.
- Number of over-capacity patients on the unit.**
- Number of patients/residents/cilents assigned to you.** This question may not apply to you if you are working in a role (e.g. charge nurse) without a patient assignment.

- Detailed Description of the Incident or Issue**
- Complete in a timely manner**, as soon as possible after the incident or issue.
  - Protect privacy!** Do not use names of patients/residents/clients, staff, doctors, or others on the form.
  - Be specific.** Provide specific, objective, and measurable details about the incident or issue.
  - What action did you take?** To protect your own license and liability, this is critical to describe, particularly if the issue was urgent or an emergency. Did you or your co-workers do anything to mitigate the potential hazard/risk to patients/residents/clients? E.g. did you notify a manager or manager/admin-on-call, call in extra staff, change the patient assignments, prioritize care, etc.?
  - Describe the potential or actual impact to the patient/resident/client?** In other words, describe the hazards, close calls, adverse events, or harm that existed for patients. E.g. were medications or assessments delayed? Were call bells not answered? Were other tasks delayed or not completed? Were any patients harmed through medication errors, falls, or other incidents?
- RLS (or other incident report) completed?**
- Indicate whether you filled out an RLS** or other incident report form on the same issue.
  - If yes, indicate the RLS/Incident Report #.** You are under no obligation to indicate whether you filled out a RLS on the PRCF.
- Recommendations**
- Be as specific as possible.** E.g. add 4 hours of RN support to evening shift on Saturday and Sundays from 1900-2300.
  - Think outside the box** to identify all potential solutions to the issue.
  - Multiple recommendations are good!** These are complex issues with complex solutions, don't be afraid to add more than one recommendation.
- Document Resolution.** If your Manager resolved the issue after discussing it with them, indicate the same somewhere on the form, what the resolution was, and the date it was resolved.
- Be prepared to stay involved.** The Local or your Manager may ask you for more information on the incident or issue or ask you to come to a PRCC to speak to your concern