

Quality Care Situation Report Complaint Process

- (a) An employee who believes she cannot provide quality nursing care shall first discuss the situation with the Nurse Manager or designate at the time the situation arises.
- (b) The employee's concerns shall be assessed by the Nurse Manager or designate.
- (c) The Nurse Manager or designate shall advise the employee of her decision during that shift.
- (d) If the employee is dissatisfied with the decision of the Nurse Manager or designate, she may submit a Quality Care Situation Report to the Nurse Manager. Copies of the Quality Care Situation Report shall be forwarded to the Director of Nursing, Risk Management Department, the Vice President of Nursing and the Union. The Nurse Manager shall provide a written response to the employee no later than three (3) days from the time she receives the Quality Care Situation Report. Copies of the Nurse Manager's report shall be forwarded to the aforementioned.
- (e) Notwithstanding (d), an employee may submit the Quality Care Situation Report directly to the Director of Nursing. In such case the Director shall ensure the copies are forwarded to the Nurse Manager, the Risk Management Department, the Vice President of Nursing and the Union.
- (f) If the employee is dissatisfied with the response of the Nurse Manager, she may refer the report to the Director of Nursing, who shall within five (5) days review and investigate the concerns and submit a written report. The report shall include her evaluation and recommendations and will be sent to the employee, the Vice President of Nursing and the Union.
- (g) Any recipient of the report who is dissatisfied with the report may, within ten (10) days of receipt of the report, request the Committee meet to discuss the situation. The Committee shall meet as soon as possible and normally within ten (10) days unless mutually agreed otherwise. Within five (5) days the Committee shall provide a written report and recommendations to the employee, the Nurse Manager, the Vice President of Nursing, the Director of Nursing, Risk Management and the Union.
- (h) The Vice President of Nursing will respond in writing to the recommendations of the Committee within ten (10) days.
- (i) If the issue is not resolved, then the matter shall be referred to the Quality Council who will consider the matter.

If you are not satisfied at any step of the above protocol, you must refer the report to the next level.

Should you have any questions about this process, please feel free to contact the NSGEU at 424-4063 and ask for either the Employee Relations Officer for the Nurses Bargaining Unit if you are a Registered Nurse, or the Employee Relations Officer for the Healthcare Bargaining Unit if you are a Licensed Practical Nurse.

While the information in this material represents a general interpretation and guide to various clauses contained in the Collective Agreement between the Capital District Health Authority and the Nova Scotia Government and General Employees Union, it is understood that the information contained herein, is presented by the NSGEU without prejudice and, therefore, cannot be used at arbitration to stop the NSGEU from acting on or arbitrating alleged violations of these or any other clauses in the Collective Agreement.