HIRING, RETAINING AND TERMINATING HEALTH CARE PROVIDERS

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Today’s campers and staff are coming to camp with more health care needs and more complex care requirements. Parents expect that the health care their child will receive at camp will be of a high quality and delivered by professionals. It is important that the most appropriate healthcare provider be selected – and appropriately supported – by effective camp policies.
Provincial Legislation

7. (1) Every operator shall ensure that one of the following persons are present in each camp:
   • 1. A physician.
   • 2. A registered nurse.
   • 3. A person who is a holder of,
     • i. a Canadian Red Cross Society’s Standard First Aid Certificate,
     • ii. a St. John Ambulance Association’s Standard First Aid Certificate, or
     • iii. a certificate that the medical officer of health considers equivalent to a certificate referred to in subparagraph i or ii. R.R.O. 1990, Reg. 568, s. 7 (1) Health Protection & Promotion Act
OCA Standard

**HC10:** Is one or more of the following staff on site at all times; licensed physician, registered nurse, registered practical nurse or certified first aider?
Regulated Healthcare Providers

- Physicians are regulated under the Regulated Health Professions Act, 1991 and the Medicine Act, 1991

- Nurses (RN/RPN/RN(EC)) also fall under the Regulated Health Professions Act, 1991 and the Nursing Act, 1991
“The title “nurse” is protected under the Nursing Act, 1991. In Ontario, only members of the College of Nurses can use the title of Nurse, Registered Nurse, Registered Practical Nurse, or any variation, abbreviation or equivalent. Individuals enrolled in a nursing education program can only use the title “nursing student” during the school year. In their position at a summer camp, nursing students are referred to as Unregulated Care Providers (UCPs) or first aiders.”

College of Nurses of Ontario
First Aider

A First Aider can be:

• A nurse/physician registered in another province or state;
• A retired nurse or a nurse in the non-practising class;
• Paramedics, Physician Assistants
• Graduate Nurses (who do not have their Temporary Registration);
• Graduate Nurses who have passed the CNO exam, but have not received their registration;
• Nursing students, medical students, paramedic students;
• Anyone who has taken a Standard First Aid Course.
Who do you hire?

It will depend on:

• How accessible your camp site is to medical care?

• The population of campers served?

• The number of campers and staff served?

• Type of camp, are you a day camp or an overnight camp?
- What activities do you offer at your camp?

- What is your camp’s injury-illness history?

- Does your literature say that an RN or a Physician is on site or do you use the more vague term, healthcare provider?

- Does the camp provide oversight of camper medications? Then the provider must provide the appropriate individual who can provide this service.
Current Trends

- Gone are the days when a healthcare provider stays for the full summer.
- There is currently a nursing shortage in Ontario and the nursing currently working are aging.
  - In 2010 the average age of an RN was 45.4 years and an RPN was 47.7.
  - 25.5% of RNs were over the age of 55 and 11.4% over the age of 60.

*Canadian Institute for Health Information. (2011) Regulated Nurses, Canadian Trends, 2006 to 2010. Author: Ottawa*
 Wouldn’t it be easier to just hire an extra counsellor to pass out the pills and put on the Band-Aids?
• Camps hire healthcare professionals because they want the credible skills in assessment and decision-making that a healthcare professional has.

• This credibility adds to a camp’s risk management profile. Accidents and illness at camp are reasonably foreseeable occurrences. As such, it should be reasonably assumed that camps have in place resources, such as a nurse or physician, to manage these occurrences.
How to find the right healthcare provider?

For Healthcare Professionals:

- The best idea is to use a number of different techniques.
- Advertise early – nurses & physicians often need to ask early for time off during the summer months.
- Determine what are the most popular internet sites used by healthcare professionals. *(Ontario Nursing Jobs, Charity Village, Indeed.com, OCA Job Board, RNAO, RPNAO)*
- Advertise on colleges/universities job boards. Look for colleges/universities who offer bridging courses or courses that would attract individuals who are already registered.
- Offer your staff a finders fee for recruiting a nurse or physician.
- Contact your campers families.
- If your camp serves a specific population – canvas that group, i.e. church, synagogue, hospital clinics, websites, etc.
- Send out a request to previous MD, RN or RPN who have worked for you in the past.

For First Aiders:
- Recruit from you returning staff
- Ask camper’s families
- Advertise on colleges/universities job boards
- OCA website
You have found an interested healthcare provider, now what?

- Prior to the interview, provide the candidate with a job description and information about your camp.

- Determine if the candidate is registered in Ontario and if there are any restrictions on their practice. This can be done through the College of Nurses and the Ontario College of Physicians and Surgeons website.

  - https://flo.cno.org/Register/
  - http://www.cpso.on.ca/Public-Register/All-Doctors-Search
Determine the candidates knowledge of working with your camp population.

What additional qualifications do they have? (most will have CPR, but RN/RPNs have very little first aid training)
Retaining Healthcare Staff

- Involve them in developing camp policies around healthcare.
- Can you utilize them year round?
- Compensate them appropriately.
- Are the working/living conditions good?
- Do you encourage your healthcare providers to attend the OCA Healthcare conference and other educational sessions?
- Give them a subscription to the ACN newsletter.

- Provide feedback.

- **Listen.** People who feel heard are more likely to stay than those who believe their thoughts, ideas and feelings don’t matter.

- **Respect.** As you work together, demonstrate and verbalize respect for each other.

- At the end of the summer, instead of “Exit Interviews” have “Stay-On” interviews. Ask, “What things keep you here? What frustrates you so much that you sometimes want to leave?”
Remind them to care for themselves as they care for others. Help them nurture their minds, bodies, and spirits. Remind them to take a break to eat a meal, take a breath or a short walk, let them know what camp activities they are welcome to join.

Thank and compliment them often... real often. Say it sincerely, so others can hear.
Sometimes it just doesn’t work out.
Terminating

- It is the responsibility of the employer to report to the College of Nurses of Ontario if they terminate the employment of an RN/RPN for professional malpractice, incompetence or incapacity.

- Employers are also required to report nurses, if they were planning on terminating them, but the nurse resign first.

- All regulated Healthcare professionals are subject to mandatory reporting.
Types of Complaints

- Failure to provide adequate care
- Unsafe medication administration
- Inadequate documentation
- Being sarcastic to, swearing at, being rough with, teasing or yelling at a client
- Having a romantic/sexual relationship with a client
- Not protecting a client’s privacy
- Theft
Incapacity

There are 2 components to the definition of incapacity:

- The member must have a physical or mental condition; or
- The condition must warrant restrictions (or a prohibition) on the nurses practice
Incompetence

- It must relate to the nurse’s professional care of the client;

- The nurse must display a lack of knowledge, skill or judgment; and

- Deficiencies must be to the extent that the nurse is unfit to practice or their practice needs to be restricted.
What are you required to do?

- A report must be made within 30 days of the termination.
- **Must contain:**
  - Reason(s) for the termination; or
  - Reason(s) for intending to terminate
- Reports must be made in a permanent manner and include your name and contact information.
- If your complaint goes to the Disciplinary Committee, you may be asked to testify at the hearing.

- You will also receive the final decisions of the Disciplinary Committee and the reasons for the Committee’s decision.
ANY QUESTIONS?
References

- College of Nurses of Ontario, Mandatory Reporting A process guide for employers, facility operators and nurses. (updated 2012)

- College of Nurses of Ontario, Working with Unregulated Care Providers (Updated 2013)


- Health Protection & Promotion Act – R.R.O. 1990, Reg 568, Recreational Camps

- Ontario Camps Association, Guidelines for Accreditation, (revised 2012)