

# Assessing the Alberta PRC Process: Perceptions of Managers and Front-Line Nurses

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## BACKGROUND and CONTEXT

The PRC process is a union and employer supported platform used by nurses in Alberta to advocate for safe, quality nursing care. Nurses are encouraged to voice their concerns regarding issues such as staffing levels, unsafe environments, as well as the need for education, equipment and/or orientation, **before errors or patient harm occurs**. Nurses are encouraged to identify and discuss these issues with their immediate supervisor. The PRC process supports nursing practice standards and codes of ethics, in Canada.<sup>1-4</sup>

## IMPORTANCE and METHODS

Little is known about PRC-like processes, internationally. Nurses and managers have significant impact on patient care environments and need to collaborate to support excellent nursing care.

*The research question that guided this study was: How do nurses and managers perceive various aspects of the PRC process in Alberta, specifically the familiarity of terminology, engagement, and the environment in which PRCs take place?*

This prospective cohort design study used time 1 and time 2 data collection points over 12 months to survey frontline nurses and managers working in Covenant Health. Online surveys consisted of Likert and open-ended questions that measured engagement, familiarity of terms and perceptions of the PRC environment. Ethics approval was obtained and participants were invited over multiple emails distributed by Covenant Health. Data analysis consisted of descriptive statistics, correlational comparisons, ANOVA techniques and logistic regression modeling.

## MAIN FINDINGS

Nurses: n=260 pre-survey, n=160 post-survey; Managers: n=58 pre-survey, n=46 post-survey

### **Familiarity**

- >75% of nurse respondents and >92% of manager respondents were familiar or very familiar with terms associated with the PRC process, evident in both the pre and post-surveys.
- There was no statistically significant change in responses over time for either nurses or managers.
- Those nurses working in Edmonton, nurses who were full-time, and managers with more than 10 years experience were significantly more likely to be more familiar with PRC terms.

### **Engagement**

- Adequate staffing and workload/assignment were the top 2 PRC concerns reported and received by nurse and manager respondents.
- Full-time and part-time nurses were 1.39 and 1.24 times (respectively) more likely than casual nurses to engage in the PRC process. This difference was greater in rural areas.

### **Environment**

- 57% and 60% of manager respondents agreed or strongly agreed that they felt supported in resolving PRC concerns, on the pre and post-surveys, respectively.
- 43% and 46% of nurses on the pre and post-surveys (respectively) responded they agreed or strongly agreed that they felt encouraged to submit PRCs.
- 55% of post-survey nurse respondents agreed or strongly agreed that nurses have an understanding of the PRC process, compared to 37% of manager respondents for the same survey.
- Over half of nurse and manager respondents, on both pre and post-surveys, did not believe or were unsure whether the PRC process was collaborative (Nurses: 61% pre-survey, 72% post-survey; Managers: 67% pre-survey, 60% post-survey).



## RECOMMENDATIONS

- Additional work is needed to explore how to facilitate a collaborative, informed environment related to the PRC process, involving both managers and nurses.
- Continued education about the PRC process is needed for both managers and nurses.
- Additional research exploring specific nuances related to the perceptions of the PRC process would help further understand how to increase engagement, effectiveness and collaboration.

## REFERENCES

- <sup>1</sup>College and Association of Registered Nurses of Alberta (CARNA) (2019). Entry-level competencies for the practice of registered nurses. Edmonton, AB: CARNA.
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- <sup>3</sup>Canadian Nurses Association (CNA). (2017). Code of ethics for registered nurses. Ottawa, ON: CNA.
- <sup>4</sup>United Nurses of Alberta. Alberta Health Services. (2018). Professional Responsibility: Best Practice. Edmonton, AB: Authors.

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For questions, comments, or to discuss this poster, or the research study, please contact the Principal Investigator: Christy Raymond, RN, PhD at [craymond@ualberta.ca](mailto:craymond@ualberta.ca)

*"Coming together is a beginning. Keeping together is progress. Working together is success." Henry Ford*