Nurse identifies a professional practice problem and initiates a discussion with their excluded manager or excluded designate. The nurse and manager will collaborate on a solution, agreeing on reasonable timeframes for implementation and/or follow-up.

If practice problem not resolved

If not already done, the nurse or manager **must now** consult the HA/PHC PPO. The nurse may also choose to involve the Union PPD for assistance with reviewing the practice problem.

If practice problem not resolved due to the following:
- PPO is not available within a reasonable timeframe, or
- Practice problem not fully addressed, or
- Implementation timeframe is not reasonable

Nurse submits the PRF to the manager – a copy is sent to the HA/PHC PPO (by the manager) and the Union PPD (by the nurse). The Union PPD will review the PRF and may have further discussion with the nurse and/or HA/PHC PPO.

If practice problem not resolved

Union PPD creates report and sends it to the HA/PHC CNO, the PPO, the manager & the nurse. The CNO will respond to the Union PPD, HA/PHC PPO, manager & nurse, with follow-ups as required.

Practice problem now considered closed.

**Abbreviations**
- CNO = Chief Nursing Officer (Health Authority)
- HA = Health Authority
- PHC = Providence Health Care
- PPD = Professional Practice Department (Union)
- PPO = Professional Practice Office (Health Authority)
- PRF = Professional Responsibility Form