

# Practice Guideline

## Addressing Concerns with a Client's Plan

These guidelines have been developed to provide direction to licensed practical nurses when they have concerns about a client's plan of care or a client's level of informed consent. The collaborative practice outlined in this guideline supports LPN so they may practice according to their Standards of Practice and Code of Ethics. This document is designed to be used in conjunction with other applicable college guidelines, statements, interpretative documents, and tools found on the college website ([www.clpnns.ca](http://www.clpnns.ca)).

### Actions to Address a Concern with a Client's Plan

- Refer to agency policy regarding the process to address concerns about a client's plan of care;
- Assess the client and situation, consult with the client (as appropriate), nursing colleagues or other experts and refer to relevant reference material to ensure you have a full understanding of all the issues (CLPNNS, 2013a);
- Discuss the concern with your immediate manager, seek feedback and professional guidance;
- Contact the responsible health care provider and discuss your concerns and rationale for them. Consider using an SBAR framework {situation, background, assessment, and recommendations} to guide the discussion;
- Ask questions, seek clarification and, suggest alternatives to ensure you have a full understanding of the providers perspective, and;
- Continue to discuss the issues until you are convinced of the appropriateness of the treatment or the plan is revised (CLPNNS, 2013b).

### Concerns Resolved

- Implement the plan of care;
- Document the actions you have taken to address the concern. Include the name and designation of the care providers included in your discussions (CLPNNS, 2014), and;
- Inform you manager and necessary team members of the outcome.

### Concerns Not Resolved

- Acknowledge the lack of resolution to your concerns;
- Elevate the discussions of your concerns to another appropriate care provider on the care team (medical, nursing or management);
- Inform the care provider, manager and team member of your actions,
- Document the actions you have taken to address the concern. Include the name and designation of the care providers included in your discussions (CLPNNS, 2014), and;
- Continue to discuss the issues until you are convinced of the appropriateness of the treatment or the plan is revised (CLPNNS, 2013b).



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### Quality Practice Settings

LPNs are expected to advocate for, participate in the development of, and promote workplace practices and policies to facilitate professional practice and quality based practice.

### Acknowledgments

The College of Licensed Practical Nurses of Nova Scotia gratefully acknowledges the College of Nurses of Ontario for permission to use their document *Disagreeing with the Plan of Care*, as the foundation for this document.

### References

College of Licensed Practical Nurses of Nova Scotia. (2014) *Professional Practice Series: Documentation Guidelines for LPNs*. Halifax: Author.

College of Licensed Practical Nurses of Nova Scotia. (2013a) *Standards of Practice for LPNs in Canada*. Halifax: Author.

College of Licensed Practical Nurses of Nova Scotia. (2013b) *Professional Practice Series: Leadership Guidelines for LPNs*. Halifax: Author.

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**At each step,** document action(s) taken to address concern(s). Inform care provider, supervisor, and team of your actions and final outcome(s).

Document according to employer policy and best practice.

