

# QA

## Quality Assurance

### Practice Assessment Guide



COLLEGE OF NURSES  
OF ONTARIO  
ORDRE DES INFIRMIÈRES  
ET INFIRMIERS DE L'ONTARIO

THE STANDARD OF CARE.

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Additional copies of this booklet may be obtained at [www.cno.org/qa](http://www.cno.org/qa), or by contacting the College's Customer Service Centre at 416 928-0900 or toll-free in Ontario at 1 800 387-5526.

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## Read this guide for information about participating in Practice Assessment.

The information in this guide is for all nurses (Registered Nurses, Registered Practical Nurses and Nurse Practitioners [NPs]) who have been selected for Practice Assessment. The guide includes information on:

- The Practice Assessment process
- What to include in your Learning Plan
- How to prepare for writing the objective multiple-choice tests (Example test questions are included in the back of the guide)
- How your Learning Plan and tests are assessed
- How you get your results
- Confidentiality

## What is Practice Assessment?

Practice Assessment is a mandatory component of the College's Quality Assurance (QA) Program that members are selected to complete. All selected nurses have to do as follows:

- submit a current Learning Plan
- write objective multiple-choice tests based on the *Therapeutic Nurse-Client Relationship, Revised 2006* and *Documentation, Revised 2008* practice standards.

You must complete and submit your Learning Plan and tests online using myQA, at [www.cno.org/qa](http://www.cno.org/qa).

Your submitted Learning Plan and test results will be assessed by a College-assigned Peer Assessor.

## How do I prepare for Practice Assessment?

You should review:

- the resources at [www.cno.org/qa-resources](http://www.cno.org/qa-resources), including the sample Learning Plan and the 'myQA Self-Assessment' and 'QA Program Overview' webcasts
- the *Therapeutic Nurse-Client Relationship, Revised 2006* and *Documentation, Revised 2008* practice standards
- the example test questions at the end of the guide.

## How do I start?

Login to myQA at [www.cno.org/qa](http://www.cno.org/qa). Use the same username and password that you use for your renewal. You will see two tabs on the myQA home page: Self-Assessment and Practice Assessment.

## Learning Plan

You access your Learning Plan in myQA by clicking on the 'Self-Assessment' tab. You can then complete the Self-Assessment process, which includes Practice Reflection and your Learning Plan.

## What should I include in my Learning Plan?

- You need to identify your learning needs based on your practice reflection.
- If you are in the General Class, then you must develop two learning goals and choose the College practice documents that relate to your goals.
- If you are an NP, then you must also develop a third learning goal based on the *Nurse Practitioner* practice standard.

You need to fill out all the required fields in your Learning Plan before clicking the "Submit" button.

You can submit your Learning Plan anytime before the deadline of **11:59 p.m. on April 25, 2014**. You cannot submit a paper copy of your Learning Plan to the College.

## Confidentiality

The tests and assessments in Practice Assessment are confidential. This includes the cases, questions, interview questions and potential answers. You are not allowed to copy the test materials, take notes or tell people about the test questions and answers.

To make sure you maintain this confidentiality, you must accept a Confidentiality Agreement before you start the tests. By accepting this agreement, you acknowledge that violating it would constitute an act of professional misconduct. This could result in you being referred to the College's Inquiries, Complaints and Reports Committee.

## Will anyone know I'm participating in Practice Assessment?

Only you and the Quality Assurance Committee will know. The College will not notify your employer of your selection or of your results. The committee cannot use the information for a non-QA Program-related College activity.

## Objective Multiple-Choice Tests

You access the tests in myQA by clicking on the 'Practice Assessment' tab.

The multiple-choice tests assess your knowledge and how you apply the principles and indicators in the *Therapeutic Nurse-Client Relationship, Revised 2006* and *Documentation, Revised 2008* practice standards. Each test is based on one practice standard.

If you are an NP, then the *Nurse Practitioner* test assesses your knowledge of that practice standard and the *Canadian Nurse Practitioner Core Competency Framework*. (Clinical scenarios are used in the test to give context to the questions and to help evaluate your knowledge of the core competencies.)

You can prepare for the tests by reviewing the relevant practice standards and the example test questions at the back of this guide. Nurse Practitioners should also review the *Canadian Nurse Practitioner Core Competency Framework* and the NP Practice Resources section of the College's website, at [www.cno.org/np](http://www.cno.org/np).

There are 50 to 60 multiple-choice questions on each test, and you have **75 minutes** to complete each test. Once you start a test, you have to finish it within the 75 minutes; you cannot stop or pause the test.

You have up to the deadline of **11:59 p.m. on April 25, 2014** to complete all the tests.

## What happens after I have completed Practice Assessment?

A Peer Assessor will review your Learning Plan and your test results, and write a report for the Quality Assurance Committee. The committee will review this report and decide if you have successfully completed Practice Assessment, or if you have to do follow-up activities.

For example, if you are unsuccessful on one of the tests, then you can show that you are able to meet the competencies related to that practice document by completing a follow-up activity. This could include submitting a case example from your practice that relates to that practice document.

## How will I be informed of my results?

You will receive a copy of the Peer Assessor's report and a letter informing you of the committee's decision. The letter will say if you are successful or unsuccessful and whether you need to do any follow-up activities. You can provide a written response to the committee's decision. It has to be sent within 14 days from the date of the letter.

## Who should I contact if I have questions?

You can call or email the Quality Assurance Team at [QAassessment@cnomail.org](mailto:QAassessment@cnomail.org), or 416 928-0900, ext. 7570 (toll-free in Ontario at 1 800 387-5526).

## Appendix A: Therapeutic Nurse-Client Relationship Sample Questions

The following are examples of multiple-choice questions you will find in the *Therapeutic Nurse-Client Relationship* objective test.

1. A nurse is completing an initial health history with a client. The client raises a life issue that does not immediately seem relevant to the nurse. What should the nurse do?
  - A. Ask the client to discuss the issue with a family member.
  - B. Refocus the client on the purpose of the assessment.
  - C. Provide immediate advice about resolving the issue and continue with the history.
  - D. Listen to the client's issue and explore its relevance to the assessment.

ANSWER: D

2. A nurse witnesses her colleague speaking to a client in a manner that she perceives as sexually suggestive. What is the first action the nurse must take?
  - A. Inform the colleague of how the interaction was perceived.
  - B. Report the colleague's behaviour to the nurse's supervisor.
  - C. Speak to the client in private to assess the situation further.
  - D. Intervene immediately to protect the client.

ANSWER: D

3. A nurse has provided care for a client who has since been discharged from care. The nurse later joins a book club that meets monthly and finds that the client is a member. What should the nurse do in this ongoing social situation?
  - A. Withdraw from the book club until an acceptable period of time has passed since the prior client's discharge.
  - B. Clarify with the prior client that the relationship is no longer therapeutic.
  - C. Consult with the nurse's supervisor about the appropriateness of socializing with the prior client.
  - D. Avoid speaking with the prior client during the book club meetings.

ANSWER: B

4. An adolescent client has just been diagnosed with diabetes. What should the nurse take into consideration before teaching the client about his condition?
- A. The client's age and current level of knowledge about his diagnosis.
  - B. The client's parents' interest in attending the education session, and their work schedules.
  - C. The nurse's teaching-style preference and years of experience.
  - D. The availability of another adolescent with diabetes to attend and offer support to the client.

ANSWER: A

5. A nurse is experiencing difficulty establishing a therapeutic relationship with a client despite being caring and competent, and having used a range of interventions. How should the nurse proceed?
- A. Continue to try to establish a therapeutic relationship.
  - B. Involve the client's family members in the provision of care.
  - C. Discuss her or his concerns with the client.
  - D. Request an assignment change.

ANSWER: D

## Appendix B: Documentation Sample Questions

The following are examples of multiple-choice questions you will find in the *Documentation* test.

1. What must nurses include in all client care documentation?
  - A. The date and time that care was provided.
  - B. The time of documentation and the client's location.
  - C. The nurse's name and the client's nursing diagnosis.
  - D. The nurse's professional designation and registration number.

ANSWER: A

2. Which one of the following circumstances allows a nurse to document care that was performed by another health care provider?
  - A. The other health care provider is unregulated.
  - B. The client informed the nurse about the care received.
  - C. The nurse is the designated recorder during an emergency situation.
  - D. The other health care provider has delegated the documentation.

ANSWER: C

3. An outpost nurse routinely completes client health records. Which one of the following statements should guide the nurse when determining the retention of these health records?
  - A. The policies of the nurse's employing organization determine retention.
  - B. The College of Nurses of Ontario determines the standards for record retention.
  - C. Clients' health records are sent for destruction when clients are discharged from nursing services.
  - D. Outpost nurses receive temporary assignments; therefore, record retention is the responsibility of the physician.

ANSWER: A

4. A nurse using an electronic health record system is called away to assist with a client transfer. What should the nurse do?
- A. Turn off the computer monitor.
  - B. Log off from the session.
  - C. Ask a colleague to complete the documentation.
  - D. Leave the session open, but return as quickly as possible.

ANSWER: B

5. What must a nurse do when another member of the health care team has recorded incorrect client information in a paper-based documentation system?
- A. Use correction fluid to delete it and initial the change.
  - B. Indicate that an error was made and document the correct information.
  - C. Cross out the incorrect information and provide an updated entry.
  - D. Document that the health care team member made an error and inform her or him.

ANSWER: B



## Appendix C: Nurse Practitioner Sample Questions

The following are examples of multiple-choice questions you will find in the *Nurse Practitioner* test. **They are only for Nurse Practitioners (NPs).**

1. A homeless client reluctantly presents for assessment. The NP diagnoses chlamydia. The client denies having any allergies. Which one of the following medication regimens would be most appropriate?
  - A. Single-dose azithromycin (Zithromax)
  - B. Seven-day course of erythromycin (Eryc)
  - C. 10-day course of doxycycline (Vibra-Tabs)
  - D. 14-day course of amoxicillin (Amoxil)

ANSWER: A

2. A client presents to the NP to discuss HIV testing. What information about HIV testing should the NP communicate to the client during pretest counselling?
  - A. It is voluntary and should only be offered when requested.
  - B. It should be performed at least annually for high-risk individuals.
  - C. It should be performed every two years for all sexually active individuals.
  - D. It should be performed annually regardless of individual risk.

ANSWER: B

3. After receiving an immunization, the client experiences flushing, dyspnea, wheezing and tachycardia. Emergency response has been activated. What action should the NP take immediately?
  - A. Initiate bronchodilator therapy.
  - B. Start IV and oxygen.
  - C. Administer diphenhydramine (Benadryl).
  - D. Administer epinephrine.

ANSWER: D

4. A teenage client presents with symptoms of sore throat, fever and lethargy. The NP's assessment reveals an erythematous pharynx, posterior cervical lymphadenopathy and splenomegaly. What is the most likely diagnosis?
- A. Streptococcus A pharyngitis
  - B. Epstein Barr virus infection
  - C. Cervical adenitis
  - D. Mumps

ANSWER: B

5. In assessing a client with acute abdominal pain, the NP finds periumbilical tenderness, guarding, tachycardia and low-grade fever. The pain lessens with flexion of the right hip. What is the most likely diagnosis among the following differentials?
- A. Appendicitis
  - B. Irritable bowel syndrome
  - C. Acute gastroenteritis
  - D. Renal colic

ANSWER: A





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