

## What is the clinic's Role in Performance Management of PCN RN?

### Who handles any job performance concerns?

- RNs are VCH staff so VCH is responsible for dealing with any probationary or performance concerns.
- In the event of a concern regarding the RN in practice (ie: scope of practice, patient care, etc.), please immediately inform the VCH Clinical Operations Supervisor (COS).
- If the concern is related to other performance issues (ie: tardiness, interpersonal conflict, etc.) please contact the VCH PCN Manager immediately.
- VCH will inform the Vancouver Division Community Network Manager (CNM) if the nurse consents to do so.
- See section 'What are the responsibilities of the clinic in managing performance concerns' for detailed information on performance concerns.

### Respectful workplace issues

- If you are experiencing a respectful workplace issue with the RN, please contact the PCN Manager immediately.
- If the RN is experiencing a respectful workplace issue they are encouraged, if comfortable, to have an informal conversation in a private setting by approaching the other person(s), explain how the behavior impacts them and ask the other person to stop that behavior.
- If the RN is not comfortable having the conversation directly with the person(s), they should contact the VCH PCN Manager.
- Once the VCH PCN Manager has been made aware of the issue, they will consult with the VCH HR Advisor and follow-up with the clinic.

### What are the responsibilities of the clinic in managing performance concerns?

It is expected that the clinic/physician follow the conflict resolution process and speak directly to the RN.

The clinic will make detailed notes including date, time and concern. This will then be communicated to the VCH PCN Manager. If concerns continue to arise:

- Document any performance concerns.
- Inform VCH PCN Manager immediately of the challenges to make them aware of the situation.
- The VCH PCN Manager will determine the appropriate next steps.
- Please keep VCH PCN Manager informed of any updates with regard to the concerns.
- Action related to performance concerns will be conducted by VCH, in consultation with the clinic/physician.