

## Legal Risk Management in Documentation and Charting for Nurses

Get practical advice on managing the key legal risks and dilemmas facing nurses around documentation and charting in 2014, including:

- The standards of practice around charting
- Documentation and charting as critical communication tools
- Electronic charting – what are the general requirements?
- The CNO standards – what you must understand
- CNO resources to support good documentation practices
- How to document late entries
- Recording information accurately and effectively
- Best practices to ensure you are meeting your obligations
- Risk management – examples and case studies of common scenarios
- Case review – what can we learn from past cases?

**Plus!** Reinforce your learning in the intensive workshop included in the course:  
*Exploring Strengths and Weaknesses in Documentation and the Legal Implications*

### Chairs

Wendy Whelan, Borden Ladner Gervais LLP

Kate Crawford, Borden Ladner Gervais LLP



### DATE & TIME

Monday, March 3, 2014  
9:00 a.m. - 4:15 p.m.

### LOCATION

Osgoode Professional  
Development Centre  
1 Dundas St. W., 26th Floor  
Toronto, ON



# Legal Risk Management in Documentation and Charting for Nurses

**Learn how to avoid the legal pitfalls in charting**

**T**he role of today's nurse continues to evolve as they are asked to do more with less. As frontline staff, nurses must be acutely aware of their potential legal liabilities and how to manage them properly.

This intensive one-day *Osgoode Professional Development* course builds on and updates our successful half-day charting workshop offered in past years. A faculty of law experts will explain what the law is around charting and documentation and how it applies from the special perspective of the professional nurse. You will learn:

- The importance of effective documentation and charting
- How to stay on top of constantly evolving charting language
- The difficulties in documentation from the CNO perspective
- Tips and guidelines for drafting clear and accurate notes
- The documentations lapses and oversights that plaintiff lawyers look for
- Strategies and best practices for reducing and avoiding liability

**Plus!** As part of the day you will participate in an interactive hands-on documentation and charting workshop. This is a unique opportunity to work through case studies with your peers. You will leave with practical tips you can put to work right away in your organization.

**Register now by visiting [www.osgoodepd.ca](http://www.osgoodepd.ca), calling 416.597.9724 or 1.888.923.3394, emailing [opd-registration@osgoode.yorku.ca](mailto:opd-registration@osgoode.yorku.ca) or faxing 416.597.9736.**

## Chairs

Wendy Whelan, Borden Ladner Gervais LLP

Kate Crawford, Borden Ladner Gervais LLP

## Faculty

Michael B. Fraleigh  
Fogler Rubinoff LLP

Dr. Deborah Tregunno, RN, PhD  
Associate Professor, School of Nursing, Queen's University

Angela McNabb, RN  
Outreach Consultant, College of Nurses of Ontario

## Who Should Attend

- Nurses
- Student Nurses
- Nurse Educators
- Nursing Unit Administrators
- Nurse Managers
- Directors/VPs of Nursing
- Patient Care Managers
- Health Care Risk Managers
- Directors of Professional Practice
- Directors of Care
- In-house Counsel, Lawyers in private practice

# Agenda

## 8:30 Registration and Continental Breakfast

## 9:00 Welcome and Introduction from the Chairs

Wendy Whelan, Borden Ladner Gervais LLP

Kate Crawford, Borden Ladner Gervais LLP

## 9:05 Documentation and Charting: Best Practices

Wendy Whelan, Borden Ladner Gervais LLP

Kate Crawford, Borden Ladner Gervais LLP

Creating and dealing with documentation is an integral part of nursing procedure. Accurate charting is a key to facilitating patient care. However, the quality of recorded information can be used to defend or prosecute a nurse in disciplinary hearings or it may be used as evidence in civil or criminal proceedings.

- Why is documentation so important?
- The use of documentation in legal actions
- The types of relevant documents
- Practical tips and guidance for drafting clear and accurate notes
- What are the typical problem areas in charting?
- Electronic charting – what are the general requirements?

## 10:05 The Patient's Perspective: What Every Good Plaintiff's Lawyer Looks For

Michael B. Fraleigh, Fogler Rubinoff LLP

- What plaintiffs' lawyers look for in assessing a case
- Documentation lapses and oversights – most common errors seen
- The inferences and conclusions drawn from these lapses and oversights
- Case review – what can we learn from past cases?

## 10:50 Refreshment Break

## 11:05 Meeting the CNO Standards

Angela McNabb, RN, Outreach Consultant  
College of Nurses of Ontario

- What are the College's standards?
- Accessing the standards
- The key points to understand and remember from the College standards
- College resources to support good documentation practices
- Regularly reviewing the College's standards
  - why is it important?
- Documentation practices and the Quality Assurance Program
- Case studies that demonstrate the application of the standards

## 11:50 Luncheon

## 12:30 Hands-On Documentation Workshop: Exploring Strengths and Weaknesses in Documentation and the Legal Implications

Wendy Whelan, Borden Ladner Gervais LLP

Kate Crawford, Borden Ladner Gervais LLP

Good documentation is often a key factor in responding effectively to allegations of negligence and/or professional misconduct. Using specific case examples and working in small groups, you will learn:

- Why documentation is so important – a demonstration
- The types of documents where errors are seen
- How to record information accurately and effectively
- Practical tips and guidance for drafting clear and accurate notes
- The typical problem areas in charting
  - case examples

## 2:35 Refreshment Break

## 2:50 De-Brief and Questions/Discussion

In this wrap-up session, you will review the key issues/questions from the day and what lessons can be taken away. You will walk away with a fistful of strategies and best practices on how to tackle these issues in your specific organization. There will be plenty of opportunity for questions.

## 3:30 Effective Communication = Safe Outcomes

Dr. Deborah Tregunno, Associate Professor  
School of Nursing, Queen's University

Documentation and charting are critical tools of communication. Making them effective tools requires a good understanding of why we document and the outcomes we want to achieve.

- Why do we document/chart?
- What is the standard of practice around charting?
- What are the various ways that a patient's chart is used?
  - communication tool
  - prevention of errors
- Effective best practices to ensure you are meeting your obligations

## 4:15 Course Concludes

## Registration

Please complete all registrant information.

### Legal Risk Management in Documentation and Charting for Nurses

Unable to attend? Please contact us to order the Materials/Program Archive.

Name: \_\_\_\_\_

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### Fee Per Delegate

**\$525 plus 13% HST for a total of \$593.25.**

Fees include attendance, program materials, continental breakfast, lunch and break refreshments. Group discounts are available for on site participants. Visit [www.osgoodepd.ca](http://www.osgoodepd.ca) for details. Please inquire about financial assistance and CPD credits.

### Payment Options

Cheque enclosed (payable to York University — GST# R119306736)

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### Cancellations and Substitutions

Substitution of registrants is permitted at any time. If you are unable to find a substitute, a full refund (less \$75 administration fee) is available if a cancellation request is received in writing 14 days prior to the program date. No other refund is available.

### Program Changes

We will make every effort to present the program as advertised, but it may be necessary to change the date, location, speakers or content with little or no notice. In the event of program cancellation, York University's and Osgoode Hall Law School's liability is limited to reimbursement of paid fees.

### Date & Time

**Monday, March 3, 2014**

**9:00 a.m. - 4:15 p.m.**

Please arrive a half hour early for sign-in and material pick-up.

Dress is business casual.

### Location

**Osgoode Professional Development  
Downtown Toronto Conference Centre**

1 Dundas St. W., 26th Floor  
Toronto, ON M5G 1Z3

What past attendees of our Nursing programs have said:

*"Excellent course for RN or clinical staff on the importance of documentation."*

*"All nurses should go through a session like this."*

*"Very informative – I wish all of my staff could attend. Use of actual scenarios extremely helpful."*

*"Amazing day with great opportunity for questions."*

*"Excellent, informative, current, empowering and interesting – every nurse needs to know and hear again and again."*

*"Extremely applicable to the nursing professional. Very useful and informative conference."*

For information about program eligibility for CPD/MCLE credits, please email [cpd@osgoode.yorku.ca](mailto:cpd@osgoode.yorku.ca).

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1 Dundas St. W., 26th Floor  
Toronto, ON M5G 1Z3
- ONLINE** at  
[www.osgoodepd.ca](http://www.osgoodepd.ca)
- FAX** your registration to  
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or 1.888.923.3394