



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

THE STANDARD OF CARE.
L'EXCELLENCE EN SOINS

101 Davenport Road, Toronto, Ontario
Canada M5R 3P1 www.cno.org
Telephone 416 928-0900
Toll Free (Canada) 1 800 387-5526
Facsimile 416 928-6507

101, chemin Davenport, Toronto (Ontario)
Canada M5R 3P1 www.cno.org
Téléphone 416 928-0900
Sans frais (Canada) 1 800 387-5526
Télécopieur 416 928-6507

May 31, 2017

By E-mail

Dr. Doris Grinspun
Chief Executive Officer
Registered Nurses Association of Ontario
158 Pearl Street
Toronto, ON
M5H 1L3

Dear Dr. Grinspun,

Thank you for your letter dated May 23, 2017 about the changes to the College's Practice Support services. We appreciate your feedback and would like to respond to your particular concerns.

As we redesign Practice Support, the College continues to provide the service of responding to practice inquiries but we have changed our approach. We are now receiving inquiries through our online submission form or email which enables us to accurately capture information and share consistent practice support responses. This will remain part of our broader Practice Support redesign. If additional support is required or there is lack of clarity on a practice issue, Practice Consultants will follow up with a phone call and an email summarizing the discussion.

While it is stated on cno.org that it can take up to three business days to receive an answer to an inquiry, that timeframe is provided for questions that may take longer to respond to. For example, consultation may be required with other areas of the College or external supports if the scope of the inquiry extends beyond Practice Support. Our current metrics show that 95% of our inquiries are answered in one business day. Historically, and currently, all practice inquiries that we receive are answered during business hours only. While we strive to provide information in a timely manner, the practice inquiry service is not suitable for urgent or emergent requests. As part of the redesign, we are continuously updating content on cno.org so information is available to all stakeholders, all the time.

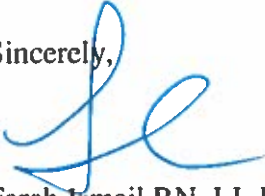
The changes to how the College receives practice inquiries is one aspect of a broader strategy. The second piece of the review includes a newly developed draft model which

Dr. Doris Grinspun
May 31, 2017
Page 2 of 2

will be included for discussion at our Council meeting on June 7. Council will have the opportunity to review the model and provide feedback. Once the review is completed and we have considered Council's input, we would like to share the model with stakeholders, such as RNAO, to receive additional feedback. Please advise us on who we should connect with at your organization to make these arrangements.

Again, thank you for taking the time to send us your input.

Sincerely,



Farah Ismail RN, LL.B, MSc.N, FRE
Director, Practice Quality