

DISCIPLINARY COMPLAINT RESOLUTION AGREEMENT

pursuant to section 55(2)(a.1) of the *Health Professions Act*

BETWEEN:

PAMELA MICHIEL, #93,604
(the “**Registrant**”)

and

College and Association of Registered Nurses of Alberta
also known as College of Registered Nurses of Alberta
(the “**College**”)

A Disciplinary Complaint Resolution Agreement (“**DCRA**”) was executed between the Registrant and the College, dated with effect **August 21, 2022**. The below constitutes a summary of such DCRA:

Through a DCRA with the College, Pamela Michiel, #93,604 (the “**Registrant**”), acknowledged and admitted that their behaviour constituted unprofessional conduct. Particulars of the Registrant’s unprofessional conduct arises from one (1) complaint to the College include the following:

- On one (1) shift, the Registrant failed to demonstrate adequate judgment in relation to Patient 1 when they: raised their voice towards the patient on one (1) or more occasions; and used excessive physical means to limit the patient’s movement during a diagnostic scan, including pushing the patient’s head down in an excessive manner.
- On the same shift, the Registrant: failed demonstrate a professional presence when they used profane language in the vicinity of the patient and colleagues; and failed to communicate effectively and respectfully with other members of the health care team and failed to demonstrate a professional presence when they raised their voice towards a respiratory therapist colleague.

The Registrant agreed to complete coursework on professionalism and appropriate communications in nursing, and write a behavior improvement plan. The Registrant also agreed to a period of practice reports. Conditions shall appear on the College register and on the Registrant’s practice permit.

