



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

BETWEEN:

LEOVINA BOLANOS #86,635
(the “Regulated Member”)

and

The College and Association of Registered Nurses of Alberta
(“CARNA”)

A Disciplinary Complaint Resolution Agreement (“**DCRA**”) was executed between the Regulated Member and CARNA, dated with effect **JULY 19, 2021**. The below constitutes a summary of such DCRA:

Through a DCRA with CARNA, LEOVINA BOLANOS, #86,635 (the “**Registrant**”), acknowledged and admitted that their behaviour constituted unprofessional conduct. Particulars of the Registrant’s unprofessional conduct arises from four (4) complaints to CARNA and includes the following:

- In 2019, the Registrant failed to adequately document their care of a patient, who was in respiratory distress and had a deteriorating condition, between 2300h and the end of their shift in the morning, including failing to document monitoring and assessing the patient’s vital signs and oxygen saturation levels. Furthermore, the Registrant failed to adequately monitor and prioritize the care of the patient, who had a M2 goal of care designation, specifically by failing to follow up with the on-call physician when the physician did not return their call and failed to assess the patient’s condition throughout the night.
- In 2019, the Registrant failed to provide compassionate and client-centered care and failed to adequately communicate and prepare a patient for their nursing care, specifically while conducting a blood glucose test. Furthermore, the Registrant failed to effectively supervise other members of the health care team while in the position of Charge Nurse, specifically their HCA colleagues after the Registrant asked for assistance restraining the patient while conducting a blood glucose test.

- In 2021, the Registrant failed to demonstrate adequate clinical judgment and inquiry when they move a patient's commode to the opposite side of their room, when the patient was experience mobility issues and incontinence. Furthermore, the Registrant failed to demonstrate adequate clinical judgment and failed to prioritize the patient's care, specifically when the Registrant left the patient without new bedding or blankets for several hours after the patient was incontinent and had their bedding removed from their bed. Finally, the Registrant failed to communicate effectively to the patient's family member about the patient's bedding and care, specifically when they tried to speak over the family member and minimize their concerns in a manner that could be perceived as disrespectful.

- In 2021, the Registrant failed to demonstrate adequate clinical judgment and failed to prioritize the care of a patient, specifically when they did not respond to a call bell and left the patient on the toilet for approximately fifteen minutes.

- In 2021, the Registrant failed to practice to the standard expected of a RN on a shift when they:
 - complained about being assigned to a patient in public, in the presence of the patient and while providing the patient care;
 - failed to wear appropriate personal protective equipment ("**PPE**") when providing care to a COVID-19 positive patient;
 - failed to complete adequate hand hygiene and change their PPE, specifically their mask, after providing care to a COVID-19 positive patient;
 - failed to communicate effectively and respectfully with another member of the healthcare team, specifically the Charge Nurse, after they approached the Registrant about their PPE and hand hygiene;
 - failed to adequately collaborate with other members of the health care team, specifically after the Registrant was asked to assist with a two-person transfer; and
 - failed to adequately assess and monitor a patient, specifically when they failed to assess the patient's vitals every four hours, as ordered by a physician, and assess their oxygen saturation level.

The Registrant agreed to complete education on critical thinking, relational practice, the duty to provide care and infection prevention and control. Furthermore, the Registrant agreed to pay a fine and must complete a period of direct and indirect supervision in their practice setting. Conditions shall appear on the CARNA register and on the Registrant's practice permit.