

AMENDED DISCIPLINARY COMPLAINT RESOLUTION AGREEMENT

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

BETWEEN:

ROXANN WHITE QUILLS, #107,064
(the “**Registrant**”)

and

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

An Amended Disciplinary Complaint Resolution Agreement (“**ADCRA**”) was executed between the Registrant and CRNA, dated with effect **January 16, 2023**. The below constitutes a summary of such ADCRA:

Through a ADCRA with the College, **ROXANN WHITE QUILLS, #107,064** (the “**Registrant**”), acknowledged and admitted that their behaviour constituted unprofessional conduct. Particulars of the Registrant’s unprofessional conduct arises from three (3) complaints to the College include the following:

- The Registrant failed to communicate effectively and respectfully with Patient 1 regarding their health condition, specifically a pregnancy, including when they implied the patient was acting like an idiot when discussing with the patient that they did not disclose their pregnancy. Furthermore, the Registrant failed to provide safe and client-centered nursing care, failed to demonstrate adequate judgment and failed to act with professionalism, integrity and respect in all their interactions with Patient 1 when they swore during the interaction, raised their voice and told the patient that they were acting entitled after the patient expressed they wanted to leave the hospital.
- On one occasion, the Registrant failed to communicate respectfully and compassionately with a patient who requested assistance with their ostomy bag, specifically when they spoke to the patient with a raised voice and used inappropriate language.
- The Registrant failed to demonstrate adequate judgment and professionalism when they slept and used their personal phone while on shift.

The Registrant agreed to complete coursework on professional communications, patient communication and the duty to provide care and leadership. In addition, the Registrant

shall submit a behavior improvement plan and pay a fine. Finally, the Registrant is required to submit an employer reference from their practice setting after four months. Conditions shall appear on the College register and on the Registrant's practice permit.