

Investigation Committee Referral to Hearing
(section 52, RHPA)

TO: Peggy Sue Parkman

Leslie Warren

Council of the College of Registered Nurses and Midwives of Prince Edward Island

TAKE NOTICE THAT the Investigation Committee has considered the Investigation Report dated December 18, 2024, prepared by Investigator Rosemary White into the complaint dated April 22, 2024, made by Leslie Warren against Peggy Sue Parkman, RN, (the “Member”), registration number 006522, as required by section 52 of the Regulated Health Professions Act (RHPA).

Section 52 requires the Investigation Committee to consider the Investigation Report, and to choose one of four options:

- (a) dismiss the complaint, if in the opinion of the investigation committee
 - (i) the allegations are frivolous, vexatious or without merit, or
 - (ii) there is insufficient evidence to support the allegations;
- (a.1) refer the complaint to a mediator for mediation if,
 - (i) The investigation committee is satisfied that the referral is appropriate in the circumstances and not contrary to the public interest, and
 - (ii) the complainant and the respondent agree to participate in mediation
- (b) make any order that the hearing committee is authorized to make under subsection 58(2), if the respondent consents to the order; or
- (c) request that the person or persons who appointed the investigation committee appoint a hearing committee and refer the complaint to the hearing committee for a hearing.

The Committee continues to be comprised of Susan Clory RN (Chair), Jeff Groff RN (Member), and Brian Hooley (Public Representative).

As noted in our previous decision made under section 43 of the RHPA, the complaint submitted by Leslie Warren described eight allegations involving Peggy Sue Parkman which the complainant says occurred at Queen Elizabeth Hospital in the Emergency Department & Short Stay Unit (EDSSU) in March 2024. The Committee has decided that several of the allegations will be dismissed and the others will be referred to a Hearing Committee for a hearing, as follows:

1. The first allegation is that Peggy Sue Parkman removed a patient's phone from them due to what Ms. Parkman deemed to be inappropriate posts. It is alleged that this action agitated the patient and resulted in a code white event.

The Committee has determined that there is evidence described in the Investigation Report to support that this may constitute incompetence under section 57 (2)(a)(ii) of the Regulated Health Professions Act (an act or omission of the member respondent demonstrates disregard for the safety and welfare of a client).

To avoid any doubt, this does not mean that Peggy Sue Parkman is guilty of anything. A finding of guilt can only be made by a Hearing Committee, after a hearing.

2. The second allegation is that Peggy Sue Parkman telephoned the patient's mother stating, "Your daughter assaulted me. I have charged people for less, and I will be charging your daughter. We are calling the police, and she will be transferred to Hillsborough Hospital by the police."

The Committee has determined that there is insufficient evidence reported in the Investigation Report to support that this event occurred. The evidence at a hearing is not likely to establish that the conversation between Peggy Sue Parkman and the client's mother violated the Code or Ethics, Standards of Practice, the Regulated Health Professions Act, or any other source of practice rules referred to in section 57 of the RHPA. The member has denied making these statements and there is insufficient evidence to overcome her recollection. This allegation is dismissed under section 52(a) of the RHPA (see page 1 above).

3. The third allegation is that Peggy Sue Parkman was inappropriate, not therapeutic, unprofessional, and lacked a team-based approach.

The Committee has determined that there is evidence provided in the Investigation Report to support that this may constitute professional misconduct under section 57(1)(a) of the RHPA, as a possible contravention of certain of the Standards of Nursing Practice.

For example, sections 2.2, 2.3, 2.8, and 3.5 of the Standards of Practice for the Registered Nurse state as follows:

STANDARD 2 - Competent Application of Knowledge

Each nurse demonstrates competency relevant to the area of nursing practice.

Indicators

2.2 Uses current theoretical knowledge and professional judgment, critical inquiry and reflection in making decisions and implements actions relevant to the needs of the client and area of practice.

2.3 Uses communication processes to establish, maintain, and conclude therapeutic and professional relationships.

2.8 Participates in initiatives that promote quality nursing and health care.

STANDARD 3 - Responsibility and Accountability

Each nurse demonstrates responsibility and accountability to the public by providing competent, safe and ethical nursing practice.

Indicators

3.5 Exercises reasonable judgment in decision-making.

4. The fourth allegation is that Peggy Sue Parkman denied needed medication for a patient who was agitated, escalating, and experiencing what appeared to be psychotic symptoms.

The Committee has determined that there is evidence provided in the Investigation Report to support that this may constitute professional misconduct under one or both of section 57 (2)(a)(ii) of the Regulated Health Professions Act and standard 5.7 of the Standards of Nursing Practice:

Incompetence

(2) The conduct of a respondent may be found to constitute incompetence where (a) an act or omission of the respondent

(i) ...

(ii) demonstrates disregard for the safety or welfare of a client,

STANDARD 5 - Continuing Competence

Each nurse demonstrates responsibility for maintaining competence, fitness to practice, and integrating new knowledge and skills in their area of practice.

5.7 Demonstrates competence in skills related to own practice area

5. The fifth allegation is that Peggy Sue Parkman created an environment where her colleagues felt disempowered and unable to make decisions or consult with patients.

The Investigation Committee has decided to dismiss this allegation because there is insufficient evidence to support it. The evidence described in the Report does not appear to be consistent or contrary to accepted practices. This allegation is dismissed under section 52(a) of the RHAP (see page 1 above).

6. The sixth allegation is that Peggy Sue Parkman was walking aimlessly around the unit, which caused the complainant to wonder how she participated in the code white event.

The Investigation Committee has decided to dismiss this allegation, as per section 52(1)(a)(ii) of the RHPA, because there is insufficient evidence to support the allegation.

7. The seventh allegation is that Peggy Sue Parkman created an unsafe environment for her colleagues. During a verbal altercation with a patient, Peggy Sue Parkman allegedly stood in the doorway of the nurses' station which created a safety issue for staff in the nurses' station. Additionally, she attempted to close the door on the patient, leaving two staff members in the corridor with the agitated patient.

The Committee has determined that there is evidence provided in the Investigation Report to support that this may constitute professional misconduct under section 57(1)(a) of the RHPA, as possible contraventions of the Standards of Nursing Practice, standards 2.2, 2.3, 2.8, and 3.5:

STANDARD 2 - Competent Application of Knowledge

Each nurse demonstrates competency relevant to area of nursing practice.

Indicators - Each nurse:

2.2 Uses current theoretical knowledge and professional judgment, critical inquiry and reflection in making decisions and implements actions relevant to the needs of the client and area of practice.

2.3 Uses communication processes to establish, maintain and conclude therapeutic and professional relationships.

2.8 Participates in initiatives that promote quality nursing and health care

STANDARD 3 - Responsibility and Accountability

Each nurse demonstrates responsibility and accountability to the public by providing competent, safe and ethical nursing practice.

Indicators - Each nurse:

3.5 Exercises reasonable judgment in decision making

8. The eighth allegation is that Peggy Sue Parkman's behaviours contributed to a psychologically unsafe work environment. Her interactions with staff, leadership, patients, and families were described as unprofessional, and intimidating, and allegedly often resulted in escalated situations.

The Committee has determined that there is evidence provided in the Investigation Report to support that this may constitute professional misconduct under section 57(1)(a) of the RHPA, as possible contraventions of the Standards of Nursing Practice, standards 2.2, 2.3, 2.8, and 3.5:

STANDARD 2 - Competent Application of Knowledge

Each nurse demonstrates competency relevant to area of nursing practice.

Indicators - Each nurse:

2.2 Uses current theoretical knowledge and professional judgment, critical inquiry and reflection in making decisions and implements actions relevant to the needs of the client and area of practice.

2.3 Uses communication processes to establish, maintain and conclude therapeutic and professional relationships.

2.8 Participates in initiatives that promote quality nursing and health care.

STANDARD 3 - Responsibility and Accountability

Each nurse demonstrates responsibility and accountability to the public by providing competent, safe and ethical nursing practice.

Indicators - Each nurse:

3.5 Exercises reasonable judgment in decision making.

To summarize, allegations 1, 3, 4, 7 and 8 will be referred to a Hearing Committee for hearing as soon as Council appoints a Hearing Committee, under the authority of section 52(c) of the RHPA. Allegations 2, 5 and 6 are dismissed. The complainant has the right to appeal this decision as it relates to allegations 2, 5, and 6, under section 59(1) of the RHPA within 30 days of receiving this decision.

Alternative Option

Although the Committee has decided to refer five allegations to a Hearing Committee for hearing, we note that the RHPA describes another option provided the member consents: section 52(b) permits us to issue orders under section 58(2) of the Act.

The Committee believes that it is appropriate to offer this option in this case because of the number of allegations and the time, effort, and expense involved with holding a hearing, for all concerned. To be clear, the member has no obligation to agree with this option, and her consent is essential; if she does not consent, no orders will be issued by this Committee.

However, we will state the orders that we believe would be appropriate for the conduct in the event that the member was to be found guilty and leave it to Ms. Parkman to decide whether to consent or not.

If she decides to consent, she has the right to consult with a lawyer or any other advisor of her choosing, at her own expense, and she will be expected to indicate her agreement by signing a copy of this decision in the space provided below and returning the signed copy to the Office of the College **within two weeks of receiving this decision**, to the attention of the Chair (see the end of this letter). Consenting to the orders will have the same effect as if the complaint had proceeded to a hearing and the Member had been found guilty of professional misconduct or incompetence.

If, after two weeks, the Member has not indicated her consent in this manner, the Council will be asked to appoint a Hearing Committee, and the hearing process set out in the RHPA will begin.

The Committee's orders are as follows:

- (i) Peggy Sue Parkman shall attend and successfully complete education courses at her own expense no later than September 1, 2025, on the subjects of:

- Nursing Ethics
- Patient Boundaries
- Communication
- *Code White Training
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*This deadline does not apply to the Code White Training course. That course needs to be completed a minimum of 30 days prior to Ms. Parkman returning to any employment where Code Whites may occur.

The specific courses will be selected by the CRNMPEI Coordinator of Regulatory Services, in consultation with Ms. Parkman, but the Coordinator's prior approval must be obtained before any course can be taken. Ms. Parkman must complete the courses and arrange for the person or organization responsible for presenting the courses to confirm to the College of Registered Nurses and Midwives of Prince Edward Island (CRNMPEI) in writing that Ms.

Parkman has completed the courses and training successfully, before September 1, 2025.

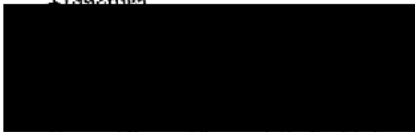
- (ii) Peggy Sue Parkman shall arrange for a monthly report to be provided to the Committee, at her expense, from any PEI certified counsellor chosen by the Member who is acceptable to the Coordinator of Regulatory Services (psychologist, psychiatrist, social worker) to assess and comment on the Member's insight into the actions which resulted in the complaint being made against the Member, for a period of twelve months from the date this decision is delivered to the Member. The Committee retains jurisdiction to issue further orders if the reports from the counsellor justify further action
- (iii) Peggy Sue Parkman shall provide a copy of this decision to her present and future employers, during the period of twelve months from the date this decision is delivered to the Member.

The Member shall have 14 days from the date this decision is delivered to the Member, to consent to these orders by signing her name and dating the bottom of a copy of this document, and returning it to the CRNMPEI office, to the attention of the Chair named below. Failure to do this will mean that the complaint will be referred by the Committee to a hearing.

In the event that the Member consents to the orders stated above but fails to comply with the requirements of the orders, the complaint will be referred by the Committee to a hearing, and the member will be liable to possible suspension under section 58(7) and a further possible discipline complaint under section 57(1)(d)

Dated this 13 day of February 2025, at Charlottetown, PEI

Signature



Susan Gray, Chair of the Investigation Committee

I, Peggy Sue Parkman, consent to the orders described above. I understand that I have the right to seek legal advice before signing this document, and I understand that whether I obtain legal

advice or not, by signing below, I am consenting to the orders described in paragraphs (i), (ii) and (iii) on pages six and seven of this document.

[REDACTED]

Peggy Sue Parkman

Man/12/11

Date