

DISCIPLINARY COMPLAINT RESOLUTION AGREEMENT

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

BETWEEN:

SAFAA JEHA, #111,249
(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 **January 20, 2023**. The below constitutes a summary of such DCRA:

Through a DCRA with the College, Safaa Jeha, #111,249 (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 and includes the following:

- The Registrant, while providing telecare to patients through Healthlink, failed to adequately document care, when they failed to document approximately 27% of patient calls
- The Registrant, while providing telecare to patients through Healthlink, failed to practice competently and/or exercise reasonable skill and judgement, when they failed to follow standard call handling processes, including failing to assess for 911 symptoms or to collect demographic information.

The Registrant agreed to complete course work on responsible nursing and documentation as well as a 500 word essay. Conditions shall appear on the College register and on the Registrant’s practice permit.