



ACCOMPLISHMENTS 2020-21

ibsig.ca/ib-sig-accomplishments

For the Virtual General Meeting (AGM) of the Independent Business Specialty Interest Group (IBSIG)

IBSIG will continue to:

Be present at the AGM, donate to the education fund, provide professional development, networking & leadership opportunities, plus regular E-News blasts for members via mail chimp.

Throughout 2020 and 2021, IBSIG has advocated for RPNs in Independent Business, primarily online, through group Zoom meetings and email newsletters. Unfortunately, Covid-19 has restricted in-person gatherings, making it difficult to connect as we used to. However, because the pandemic has also negatively affected work for many of our members, we've had plenty to discuss and stepped in to offer relevant practice guidelines and updates where possible. In addition, we've been educating and connecting through Social-Media – Facebook, Linked In and our website ibsig.ca, which underwent extensive updates this past year.

IBSIG MEMBERSHIP

- **Membership Growth:** currently, IBSIG is home to over 200 members. We hope to reach more entrepreneurial nurses through expanded social media outreach in the coming year. Check out ibsig.ca/members-only/ EntreprenURSEship™, your library of information, Business Primer [ByLaws & more], then review each bullet to educate on how to run an Independent Business and how to connect through Helpful Links and Community Partners.

IBSIG EXECUTIVE COMMITTEE – ONGOING LEADERSHIP ROLES

- **Available Positions:** Leadership roles are a large part of what we as Nurses and with WeRPN need to participate in to grow. Consider offering your skills. You need a minimum of 1 yr as a member, leadership experience and send the Vice-President your resume. As we improve digital communication and participate in the digital conversation around the nursing business, we'd like to tap into social media/marketing skills our members may have. More information here: <http://ibsig.ca/join-ib-sig/board-opportunities>

ADVOCACY INITIATIVES

- **IBSIG President discussed/met with Canadian Nurses Association [CNA] in Ottawa to collaborate.**

The issue: currently, the *List of Authorized Medical Practitioners* includes "licensed or registered practical nurse" (under L) and "registered nurse (including nurse practitioners)" (under R). When one goes through the list in alphabetical order to find "nurse practitioner" (under N) or "registered practical nurse" (under R) or "registered psychiatric nurse" (under R) they do not appear. We see the current issue that this occasionally results in expenses related to services performed by various nursing categories deemed ineligible for a Medical Expense Tax Credit. Health insurance companies (who take cues from this list) deny reimbursement for services as they can't find the appropriate nursing type in the current list when looking at it in alphabetical order. In other words, the list does not clearly list the profession of "Nurse" under "N" with a breakdown of the various categories. Instead, it separates the nurse category, merging sub-categories with others. Merging these sub-categories can make nurses difficult to find.

Proposed Solution: create a "nurse" category as the title and underneath a subheading for each classification of nurse that already exists: *licensed practical nurse, nurse practitioner, registered nurse, registered practical nurse and registered psychiatric nurse*. This will make it easier to find all nursing categories and help those claiming the Medical Expense Tax Credit be deemed eligible.

- **Bottom line:** Nurses are already on the *List of Authorized Medical Practitioners*; however, we are asking for the wording and format to be changed so that "Nurses" are easily found and recognized by the Insurance Companies for our clients to be reimbursed for our invoices. This is a huge ship to turn around concerning recognition of RPNs/LPNs in Independent businesses.


The good-news story: We thank the CNA, who has had RNs only since its founding in 1908, as in 2018 they voted to include RPNs/LPNs and Certification courses in many areas for everyone.

An email was shared with CNA and then directly to CRA/Directorate on the issue that RPNs and LPNs are not recognized as nurses when they should be [Nursing Act 1991]. The impact of this is occasionally resulting in expenses related to services performed by various nursing categories deemed ineligible for a Medical Expense Tax Credit. Health insurance companies to deny reimbursement for services as the Medical List of Practitioners [MLP] is confusing. They can't find the appropriate nursing type when they are looking in the current MLP.

The response received from the CRA still mentions the ambiguity, and they have responded that they will not be making any changes. However, the mail received from the CEO of CNA looks promising. He has taken up this issue and will write a letter to the CRA/Directorate. IBSIG will continue to follow up and is trying our best to get this issue resolved. We will keep our members posted regarding progress on this matter and will continue sharing in our subsequent communication threads.

Letters, CEO CNA RESPONSE

- **WEBSITE:** Thank you to Sinan, owner of Dream Concepts based out of Pickering, ON, who will assist all members in developing their own

website for an excellent price  and Dianne Scott, our Membership person, who has spent countless hours entering all member's contact info into our new FIND A NURSE section, therefore, overwhelming thanks for all this diligent work. We also have an interactive Calendar of Events for you to peruse; however, Covid-19 has left it empty for now other than the CMDR workshop through CPC Healthcare in London in October 2021.

Website benefits:

- Up to date features and functionality FIND A NURSE!
- Member spotlight helps to outline business and contact details for our members to help them network
- Professional updated member listings and protected members-only content – MEMBER PERSONALIZED LOGIN
- Website Content continues to be updated as information becomes available to inform members of important issues and the public about RPNs running an Independent Business www.ibsig.ca.

Research Project "Ontario's Health Insurance Industry and the Treatment of IB Nurse Service Claims"

Unable to confirm (no reply) from Joan Weir of the Canadian Life & Health Insurance Association (CLHIA), her forwarding our IBSIG contact information to the appropriate person in each health insurance company so we can address our concerns more directly. This has not occurred.

Ongoing outreach with health insurance companies: Made contact with the one connection we have, Robert Bartman at SunLife, to clarify how/when SunLife will cover nurses in IB's clients' claims for services. Mr. Bartman clarified the following:

- Only health practitioners under specific colleges, e.g., College of Chiropractors, College of Traditional Chinese Medicine & Acupuncture, who are registered with their college will be recognized on insurance policies for reimbursement of invoices for services rendered by the health professional.
- SunLife has a proprietary best practices document that outlines the most knowledgeable health professional for the service rendered must be registered with the respective health college for their services to be covered by clients making coverage claims.

For details on other services such as medical aesthetics, laser treatment, complementary medicine etc. and how nurses in IB's clients may be covered for claims for their services, see E-News Flash July 9/21 entitled.

- Reimbursement of Client Invoices through Insurance Co's SunLife Clarification for all RPN IB Specialties.
- Many services nurses in IB may can fall under an insurance add-on called a Personal Spending Account. Only a nurse in IB whose client's employer has this added on to their standard plan will be able to make a claim and be reimbursed for a nurse in IB's services.
- For a list of covered services on a Personal Spending Account, see under the heading "Eligible Health Products and Services" <https://www.sunlife.ca/workplace/en/group-benefits/health-and-wellness-solutions/spending-accounts/>

Request for Action, IBSIG Position Paper: IBSIG continues to advocate on behalf of nurses in independent business to educate all levels of government and other stakeholders in the following ways:

- Distribute the Request for Action position paper: <http://ibsig.ca/consumer-resources/request-for-action> (adding a clear message that the thoughts therein are the ideas of IBSIG research).
- On-going contact with local, provincial and federal government representatives and insurance company contacts to further IBSIG's interests in **legislation changes, acknowledgement of nurses' scope of practice, inclusion of nurses as an allied health professional and having a level playing field with regard to eligible practice locations.**

IBSIG Collaboration with WeRPN:

- WeRPN continues to advertise all the Specialty Interest Groups (SIGs) in their "Getting to Know Us", the newsletter for WeRPN Members under Member Benefits and Special Interests.
- IBSIG continues to place advertisements in WeRPN Journal Magazine to raise awareness of all RPNs about IBSIG.
- IBSIG continues to work with WeRPN to help advance the work and recognition of RPNs as nurses in Independent Business throughout Ontario.
- IBSIG continues to liaise with WeRPN on implementing best practices regarding SIG administration (record keeping, bylaws, meeting guidelines, etc.) and is grateful for WeRPN's excellent leadership and professional advice.

PROMOTIONAL ACTIVITIES

- **IBSIG Facebook Page:** During Covid-19 IBSIG President learned to use LinkedIn/ Instagram/ Facebook/memes and placed posts to educate and boost members spirits <https://www.facebook.com/IBSIG>.
- 'Blast' emails have continued with a focus on Covid-19 guidelines, health measures and practice guidelines. This is particularly relevant to our sole proprietor members who offer private nursing services in client's homes and who travel between facilities to do their work.
 - Read these at <https://ibsig.ca/public-resources>
 - [Bullying](#),
 - [Mental Health training](#),
 - [Medical Aesthetics](#),
 - [How Nurses Services are Viewed by Health Insurance Co's](#). and more.
 - Manny Moniz: **numerous Zoom workshops FREE**
 - Sterilization Protocol and Autoclaves
 - **AGM page on IBSIG Website:** Advertises all IBSIG AGM and Education Session details on the website <http://ibsig.ca/agm/> We continue to promote the theme: **"Entrepreneurship™: Leading the Way"** where panel members discuss and take questions about methods of connecting with local business and health care representatives to leverage their support in promoting your business, as well as topics of business start-up, city licensing, registration, taxation, business promotion without conflict of interest as a nurse, etc.
- **Mentorship via phone requests, emails and Zoom:** concerning the "how to" of being in Independent Business took place with a few being multiple discussions and personally meeting.

INFORMATION/EDUCATION/NETWORKING ACTIVITIES

Catch up on our educational newsletter archive at E-News Flash 2020-2021 <https://ibsig.ca/e-news-flash-2020/> and <https://ibsig.ca/e-news-flash-archive-2021/> (Members Only, login. Non-members need to sign-up using the form.)

IBSIG MID-TERM MEETING: IBSIG HELD MID-TERM EXECUTIVE COMMITTEE MEETING VIA ZOOM AND FACE TO FACE [BEHIND MASKS] IN LONDON OCTOBER 2, 2020, TO DISCUSS IBSIG GOALS, SET PRIORITIES, AND PREPARE FOR 2020 AGM AND THE 2021 YEAR. ONGOING:

SUPPORTING INDEPENDENT BUSINESS

- Manny Moniz, Managing Director of Manny Moniz.com offers his experience and expertise to all nurses engaging in Independent Business
- **IBSIG Member Phone Call Outreach:** IBSIG Executive continues to call members to clarify and update their info and get to know them individually so as to offer advice and a sounding board for business matters.
- **IBSIG recognises that many nurses are looking for alternative income streams and considering entrepreneurship for the first time.** Our website serves as an extensive resource to find guidance on business practices, networking, advertising, sole proprietorship, insurance guidelines and more. We will continue to expand our library and proactively initiate discussion on these subjects with our membership and those who are not yet members.
- Specialized CGL – Commercial General Insurance [must have business insurance) KW Insurance Brokers, Louise Engler & Baird MacGregor [Insurance Brokers](#) meets the needs of nurses who are Sole Proprietors. For more information [contact publicrelations@ibsig.ca](mailto:contact_publicrelations@ibsig.ca)