



STATE OF WASHINGTON
DEPARTMENT OF HEALTH
Nursing Care Quality Assurance Commission
P.O. Box 47864
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May 8, 2020

The Nursing Care Quality Assurance Commission COVID-19 Pandemic Regulatory Statement

The Nursing Care Quality Assurance Commission (NCQAC) Commissioners and staff acknowledge that it is an unprecedented time in health care. Most NCQAC Commissioners are themselves practicing nurses and many supporting staff are nurses. We understand the realities of nursing and are very aware of the current stresses to our healthcare system. We know that you are experiencing stress and anxiety and may be concerned about being able to maintain standards of nursing practice. In making disciplinary decisions, the Commissioners always consider the facts and totality of the circumstances surrounding any complaint; including systems, scarce resources, and the fact that this is an ongoing emergency and some circumstances are beyond the control of an individual. We want to assure you that the standard of care is always considered in context. The standard of care may evolve with the dynamic nature of a pandemic or disaster, if resources become scarce.

Working within a quickly changing environment can be challenging and distressing. In this situation, it is important to make reasonable efforts to comply with any direction from NCQAC and your workplace policies and procedures pertaining to COVID-19 management. Please see the NCQAC website for the most updated practice resources related to the COVID-19 emergency. Nurses are encouraged to contact our practice consultants with specific concerns or questions. While NCQAC will continue to receive complaints and reports during the COVID-19 pandemic, the complaints will be assessed to include all information within the context of the circumstances in which nurses are working. The Commissioners have faith that the nurses in Washington State have risen to the occasion and treated their patients to the best of their ability.