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The vast majority of nurses are competent and caring individuals who provide a high level of care. However, when a problem is experienced with a nurse and you believe that the nurse's performance is incompetent, negligent or unsafe, there is action that you should take to protect yourself or your family member, as well as other patients.



First and foremost, take steps to be sure that you or the patient involved are not in harm's way. Report the situation to a supervisor or the nurse's employer immediately. Then, contact your state BON (or state licensing authority) and file a complaint. If you are unsure whether a nurse has done something that should be reported, contact the state BON for assistance.

It is important to know who is providing care to you or your family member. See below for basic requirements of nursing roles and their respective responsibilities.



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