Contacts

- <u>Ann Scott</u> (BUP/LC)

  local034@ona.org

- <u>Joan Alfonso-Piche</u> (CVH Workload VP)

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- <u>Claudia Rodas</u> (M/Q Workload VP)

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Professional Practice/ Workload Education

Completing a Professional Responsibility Workload Report Form is **one of the best ways to meet your professional practice standards.** It allows you to **document concerns** and help to **start discussions** about promoting changes that benefits your patients, clients and residents. The form **serves as protection for ONA members, shifting the accountability for resolution and legal liability back to their administrative leaders and the employer.**

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The Workload Process

When to file a workload?
How to file a workload?
Who should file a workload?

When to file a Professional Responsibility Workload Report Form:

When your working conditions compromise your ability to meet your CNO Standards and/or when your ability to provide quality patient care is compromised.

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PROFESSIONAL RESPONSIBILITY WORKLOAD CONCERNS/ INDICATORS FOR HOSPITAL SECTOR

Staffing

- Skill mix novice to expert
- Skill mix RN/RPN/Unregulated Care Provider (UCP)
- Baseline Staffing
- Charge nurse role/responsibility/accountability
- Bed Utilization (over Capacity Protocol)
- Skill mix float pool/agency (not trained for area)
- CNO 3 Factor Framework (The Nurse, The Client, & The Environment)
- Patient Mix/Acuity Family demands
- Scheduling/Vacancies and sick call replacement

- Physician Related (New Physicians/ not responding immediately/ not familiar with EPIC/ prefers Outlook vs Secure Chat)
- Ward/Unit Clerk
- Weekend and shift coverage related to baseline staffing
- Baseline staffing/Model of Care (Care Teams, Pod Nursing, etc.)
- Patient Factors (acuity, pending tests, demands)
- Unregulated Care Providers (PCAs)
- Other

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PROFESSIONAL RESPONSIBILITY WORKLOAD CONCERNS/ INDICATORS FOR HOSPITAL SECTOR
(continued…)

Non-Nursing Functions

- Answering Telephone
- Portering/ Maintenance/ Housekeeping
- Visitor Inquiries
- Clerk/Scheduler
- Calling in Staff
- Other

Education/ Orientation

- Access to Reference Material (not readily available)
- Use of Lack of orientation and/or mentorship
- Agency Staff
- In-service
- Access to an educator
- Understanding of scope of practice for intra and interdisciplinary team
- Model of Care
- Meeting requirements for the Excellent Care for All Act (2010) – (requires satisfaction surveys)
- Float Pool/ Casual Nurses
- Other

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PROFESSIONAL RESPONSIBILITY WORKLOAD CONCERNS/ INDICATORS FOR HOSPITAL SECTOR
(continued…)

Physician/ NP Related

- Availability/ off hours rounds
- Relationships

Environment

- Call bells
- Infection control issues/ PPE availability
- Cleanliness of Area
- Issues with Construction/ Renovation
- Personal safety alarms
- Placement of Patient Inappropriate/Hallway
- Over-capacity/Surge Capacity
- Physical Layout
- Fire Alarm
- Safety for Patient/Staff
- Other

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PROFESSIONAL RESPONSIBILITY WORKLOAD CONCERNS/ INDICATORS FOR HOSPITAL SECTOR
(continued…)

Equipment & Supplies

- Faulty/ Access to Maintenance
- Ongoing education/updates on all equipment
- In-service of New Equipment
- Insufficient/Not Appropriate
- Computer/Internet/Technology Issues

Medication Systems/ Policy

- Access to
- Administration of
- Dispensing
- Pharmacy Related
- Processing Orders
- Supply Inadequate/Outdated
- Other

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PROFESSIONAL RESPONSIBILITY WORKLOAD CONCERNS/ INDICATORS FOR HOSPITAL SECTOR
(continued…)

Policies & Procedures

- Violence in the workplace

- Administrative

- Equipment/ Computers

- CNO Standards

- Admission/ Discharge

- Clinical Pathways (specific surgeries)/ Medical Directives

Communication

- Lack of or availability of Leadership & Support including after hours and weekend

- Policies & Procedures

- Patient Factors/Complexity

- Charting/Documentation System

- Transfer of Accountability

- Other

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When filling out a Workload Report Form please ensure the following process is followed:

➢ At the time of the Workload occurrence, discuss the issue within your unit to develop strategies to meet patient care needs using current resources.

➢ If no resolution, seek assistance from your Clinical Leader/ Charge Nurse, Manager, Manager-on-call/ Clinical Operations Manager, or Patient Care Coordinator.

➢ If no resolution, then document all avenues taken on the Workload Report Form.

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When filling out a Workload Report Form please ensure the following process is followed: *(continued…)*

The <u>completed Workload Report Form</u> **must be submitted** by email to:

  i.   your <u>manager</u>,

  ii.   copy to <u>yourself</u>,

  iii. <u>Ann Scott</u> (BUP/LC) - local034@ona.org

  iv.   <u>Joan Alfonso-Piche </u>(CVH Workload VP) - local034wkld-c@ona.org

  or <u>Claudia Rodas</u> (M/Q Workload VP) - local034wkld-m@ona.org

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When filling out a Workload Report Form please ensure the following process is followed: *(continued…)*

➢ Meet your manager **the next day that you and your manager are both working** or **within 10 calendar days** whichever comes sooner.

➢ Before meeting with your manager, contact an ONA Rep to attend the meeting with you. Contact <u>Ann Scott</u> and <u>your Workload VP</u> as soon as the date of the meeting is known to arrange this.

➢ Your manager will provide a written response to you on the Workload Report Form within 10 calendar days of receipt of the Form and she/he will copy to the Bargaining Unit President, Ann Scott.

➢ Every effort will be made to resolve Workload issues at the unit level.

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Resources

➢ **Sample Professional Responsibility Workload Report Forms for Hospital Issues**

  https://ona.org/forms-and-resources/?resource-access=member&sector=hospital&document-type=prwf

➢ **Professional Responsibility – Keep It Simply Succinct**

  https://www.ona.org/wp-content/uploads/ona_pp_kisshospital_2022.pdf

➢ **CNO Professional Standards**

  https://www.cno.org/en/learn-about-standards-guidelines/educational-tools/learning-modules/professional-standards/

  https://www.cno.org/globalassets/docs/prac/41006_profstds.pdf

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