

**It's More than just
Unsafe Staffing -- Workload
and Practice Issues you may
Not have Thought of.**

September 20, 2010

Professional Practice Teleconnect



OBJECTIVES

- Identify various workload issues and practice concerns
- Demonstrate how to use the Professional Responsibility Complaint process to deal with a number of practice concerns, beyond unsafe staffing levels.
- Provide information to assist ONA leaders in dealing with various other types of workload and practice issues such as Disruptive Physician Behaviour, Hallway Nursing, etc.

Professional Responsibility

ONA's Professional Responsibility Clause provides a documented process to address workload issues that deal with professional practice concerns and patient safety.

The PR clause provides member (RN) input into resolutions to support practice according to their standards and accountabilities.

The Professional Responsibility Clause

- Provides RNs a say in the quality of care they provide
- Provides a problem-solving approach that helps RNs meet professional standards
- Provides documented evidence
- Provides union representation for practice concerns
- Provides for resolution of disputes

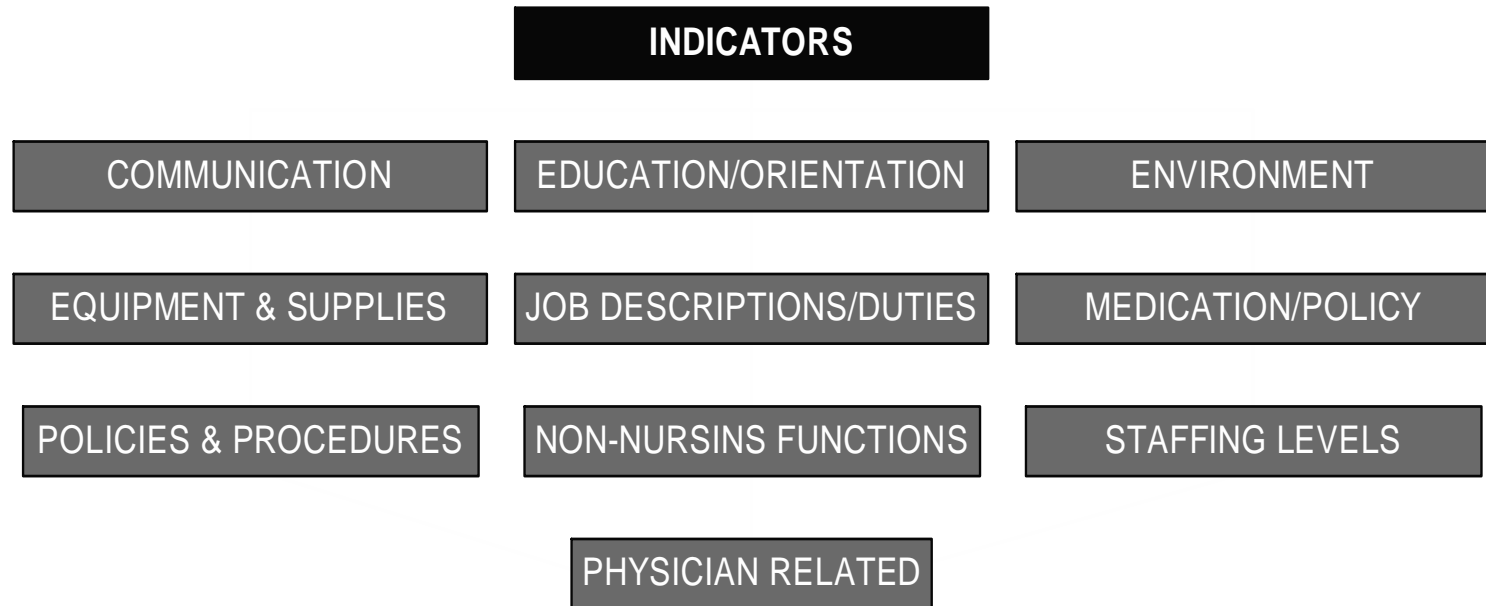
The Professional Responsibility process has:

- increased staffing levels
- developed safer work places
- improved communication with employers
- improved quality of care
- provided necessary equipment and supplies

Complaints/Concerns Indicators

There are a number of indicators identified that impact on the workload and the ability of RNs to provide quality, safe, client care.

Professional Responsibility Process



Think of examples of issues that affect your practice in each of the above categories. We will be discussing examples during the teleconnect.
(for members - write in your thoughts and our discussions)

COMMUNICATION

- Lack of Leadership & Support
- Policies & Procedures
- Patient Factors/Complexity
- Charting/Documentation System
- Other

EDUCATION / ORIENTATION

- Access to Reference Material
- Education for New Processes, Equipment etc. Prior to Implementation
- Policies & Procedures
- Float Pool/Agency Nurses

ENVIRONMENT

- Cleanliness of Unit
- Construction/Renovation
- Noise Level
- Physical Layout
- Safety for Clients/Staff
- Fragmentation of Care
- Over-Capacity

EQUIPMENT & SUPPLIES

- Faulty
- Insufficient/Lack of
- Not Maintained
- Not Appropriate
- Slow or Infrequent delivery of Supplies

JOB DESCRIPTIONS/DUTIES

- Charge Nurse
- RPNS
- Clerical
- Porters
- Unregulated Care Providers

MEDICATION / POLICY

- Access to
- Administration of
- Pharmacy Related
- Processing Orders
- Supply Inadequate/Outdates
- System Issues
- Other

NON-NURSING FUNCTIONS

- Answering Telephone
- Portering
- Visitor Inquiries
- Ward/Unit Clerk
- Other

PHYSICIAN RELATED

- Spontaneous Clinics
- Off Hour Rounds
- Disruptive/Inappropriate Behaviour
 - When nurses encounter disruptive physician behaviour, it has a negative effect on their practice and patient outcomes.

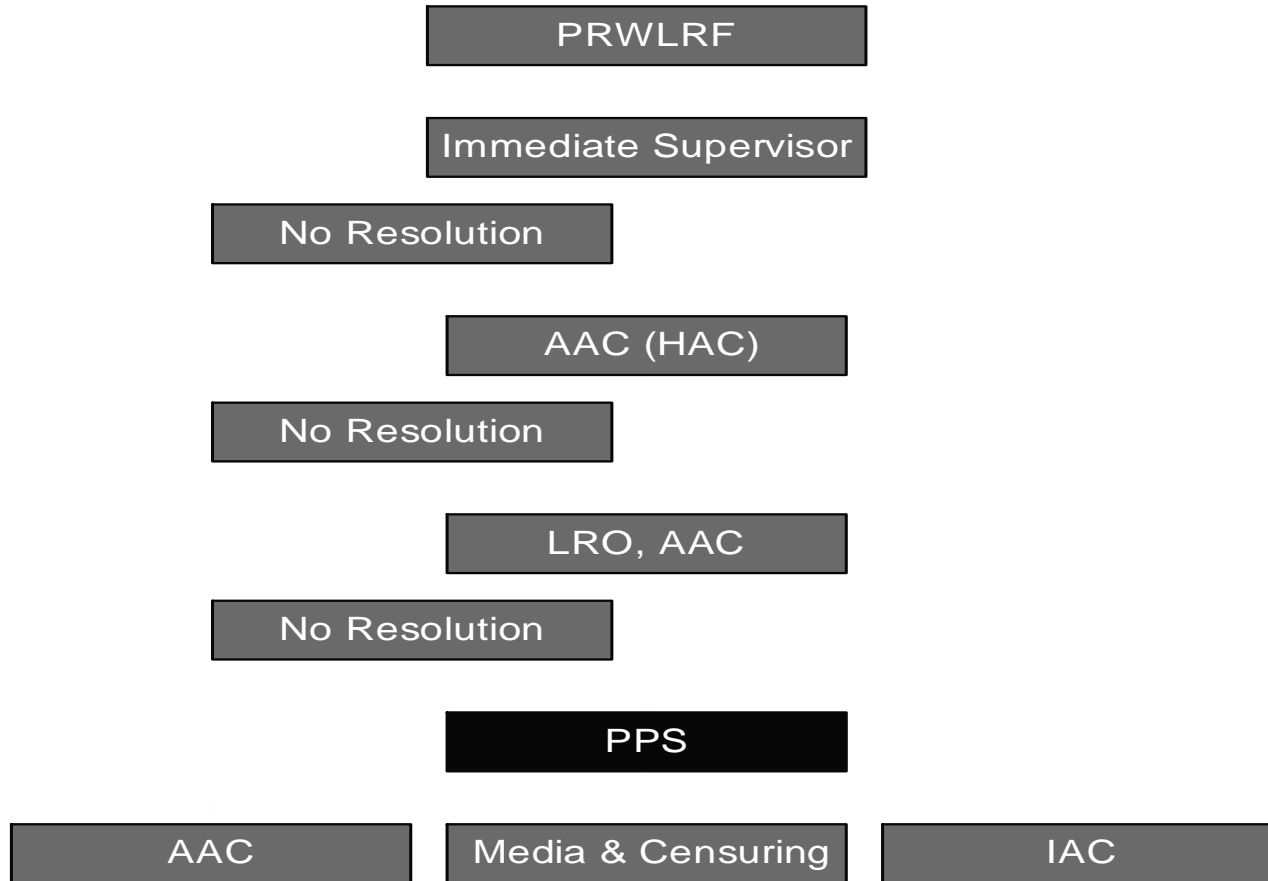
POLICIES AND PROCEDURES

- Some policies do not allow you to work in accordance with CNO standards ie: restraint policy, gridlock/ overcapacity policies
- Flow processes through a unit or from one department to another
- Policies and Procedures Related to:
 - Computers
 - Equipment
 - Patient Classification Systems
 - Clinical Pathways/Medical Directives

STAFFING LEVELS

- 24 Hour RN Coverage
- RPN Coverage
- Baseline Staffing
- Bed Utilization
(Over Capacity)
- Patient Factors/Complexity
- Staff Experience - Sr/Jr/Mix
- Float Pool Nurses
- Patient Mix/Acuity
- Scheduling
- Staff not Replaced
- Weekend Coverage
- Break Relief
- Model of Care
(Pod Nursing)
- Other

Professional Responsibility Process



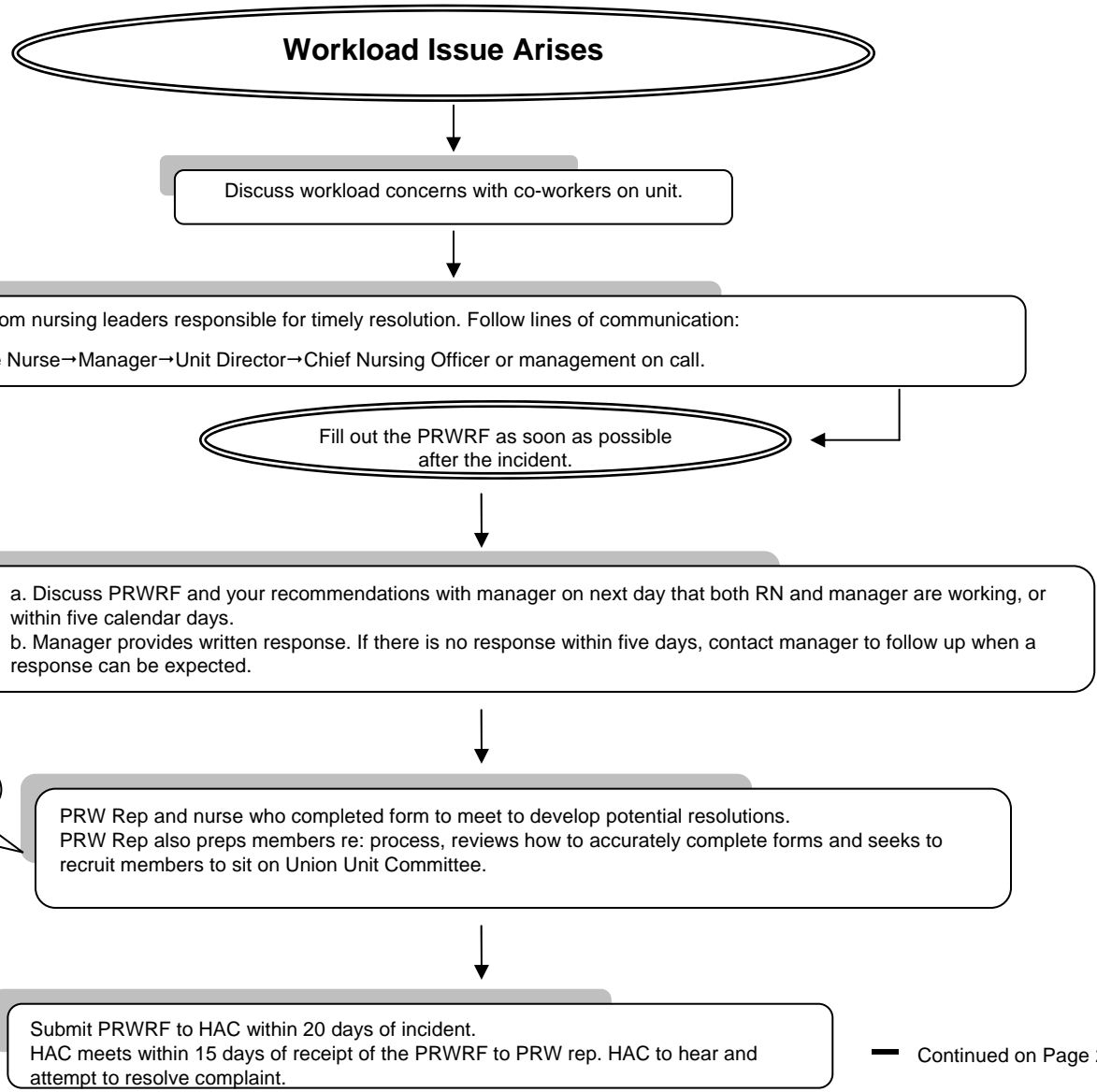
Professional Responsibility

- Registered Nurses are professionals and as part of their leadership role in the health care team, are obligated to bring their concerns forward on how the “system” is not working in the most effective manner to meet patient care needs.
- ALL RNs are obligated to make the employer aware of concerns of quality and safe patient care.
- Recommendations should be provided to the employer to address these concerns.

Summary

- Take a fresh look at your practice environment and you may notice practice concerns, other than just staffing or workload issues.
- Report practice concerns to your employer and give them the opportunity to fix the problem.
- Build a quality practice setting and nurses will want to work on your unit.
- Follow ONA's Professional Responsibility decision tree for all practice and workload concerns.

Decision Tree



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