ONA Hospital Professional Responsibility Decision Tree
A Strategy for Resolving Workload Issues

Professional Responsibility and Workload Issue

Discuss workload issues at the time of the occurrence and possible strategies with co-workers on the unit and brainstorm possible solutions.

If not resolved, seek help from nursing leaders identified by the hospital as being responsible for timely resolution. Follow lines of communication: e.g. Charge Nurse → Manager → Unit/Program Director → Chief Nursing Executive or designated management on-call.

*Continue to escalate the issue through the chain of command.*

Complete the PRWRF as soon as possible after the workload or practice issue occurs. *Keep a copy for yourself.*

- a. Formulate the issues around difficulties in meeting your Regulatory College standards and patient risk, in context of the practice environment and workload.
- b. Discuss the PRWRF and your recommendations with your manager on next day that both nurses(s) and manager are working, or within 10 calendar days.
- c. Manager to provide a written response on the form within 10 days of receiving the form, to the nurse(s), Bargaining Unit President, Professional Responsibility and Workload (PRW) Representative, and Chief Nursing Executive. Alert your Bargaining Unit President/PRW Representative that a response is outstanding from your manager so they can monitor for adherence to the collective agreement timeframes.

*Any settlement at this or subsequent point must be signed by the parties.*

Consult Labour Relations Officer (LRO).

Bargaining Unit President/PRW Representative, Union Rep., and nurses who have completed form(s) meet to develop solutions and resolutions. PRW Representative can assist members with the process, completing forms and gathering input, evidence, and suggestions for resolution.

*Every effort will be made to resolve workload issues at the unit level and a Union representative shall be involved in any resolution discussions at the unit level.*

The discussions and actions will be documented.

Submit PRWRF to Hospital-Association Committee (HAC) within 20 days of manager’s response or when they ought to have responded.

HAC meets within 15 days of receipt of the PRWRF response. HAC to hear and attempt to resolve complaint. The Bargaining Unit leadership can request a meeting and does not have to wait until the next scheduled meeting.

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At HAC, attempts are made to resolve issues(s) using the Workload/Professional Responsibility Review Tool to develop joint recommendations.

If not resolved:
- The Bargaining Unit will engage with the LRO to attend HAC meeting(s) and attempt to resolve the issues. The LRO may request an extension in timelines to further explore issues and attempt resolution.
- The LRO may consult with Professional Practice Specialist (PPS) for advice or assistance with strategies for resolution.
- The LRO may suggest education for members of the Unit or invite PPS to speak with members about the issues.
- Failing resolution, the LRO advances the file and invites the PPS to the next HAC meeting.

If issues remain unresolved the PPS will attend the HAC meeting and work in collaboration with Bargaining Unit and LRO to achieve resolution of issues. Alternative strategies to resolutions may be explored at this time as well.

Failing development of joint recommendations and prior to the issues being forwarded to the Independent Assessment Committee (IAC), the ONA PPS will forward a written report outlining the issues and recommendations to Chief Nursing Executive.

Failing resolution of the issues within 15 calendar days of HAC meeting, or within agreed extended timelines:
- Specialist considers referral to an IAC.

At any time during this process, the parties may agree to the use of a mediator to assist in the resolution of the issues arising out of this provision.

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