ONA Professional Responsibility Decision Tree – A Strategy for Resolving Hospital Sector Workload Complaints

Professional Responsibility/Practice/Workload Issue/Concern Arises

Discuss workload concerns and possible strategies with co-workers on the unit.

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.

RN to continue to escalate up the chain of command for a timely resolution.

Fill out the PRWRF as soon as possible after the incident.

a. Discuss PRWRF and your recommendations with manager on next day that both nurse(s) and manager are working, or within ten calendar days.

b. Manager to provide a written response on the form within ten days of receiving the form, to the nurse(s), Bargaining Unit President, Chief Nursing Executive and Senior Clinical Leader. *Any settlement at this or any subsequent point must be signed by the parties.*

May request a union representative when meeting with manager

Consult servicing LRO if required

PRC Rep, Union rep and nurses who have completed form(s), to meet to develop potential resolutions. PRC Rep also assists members re: process, reviews how to accurately complete forms and gathers input and suggestions from members of the Unit.

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 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 to PRW rep. HAC to hear and attempt to resolve complaint.

*Continued on Page 2*
At HAC, attempts are made to resolve issue using the Workload/Professional Responsibility Review Tool to develop joint recommendations.

If not resolved:
1. LRO attends HAC meeting, and requests an extension in timelines to further explore issues, and attempt resolution.
   - LRO may submit the pre-complaint letter.
   - LRO may consult with Professional Practice for advice or assistance with strategies for resolution.
   - LRO may suggest a PRC Workshop for members of the Unit or invite the PP specialist to speak with members about the issues.
2. Failing resolution, LRO submits pre-complaint letter.

PP Specialist invited to attend next HAC. PP may ask management at HAC to further extend deadlines to attempt resolution.

Failing development of joint recommendations and prior to the issues being forwarded to the Independent Assessment Committee, the ONA PP Specialist will forward a written report outlining the issues and recommendations to Chief Nursing Executive/Hospital Board/LHIN.

Failing resolution of the issues within 15 calendar days of HAC meeting, or within agreed extended timelines,

Specialist Considers Referral to Independent Assessment Committee.