

ONA WINS



SUMMARY OF ANOTHER SUCCESS AS YOUR UNION STRIVES TO IMPROVE YOUR WORKING CONDITIONS

Employer Implements Changes to Medical Unit and Beyond Thanks to ONA PRC

A significant Professional Responsibility Complaint (PRC) settlement at Windsor's Hotel-Dieu Grace Hospital has resulted in improvements not only to the unit in question, but the entire facility.

In March 2010, practice and workload concerns of RNs on the hospital's medical unit – including inadequate base and relief staff, resulting in unfilled shifts on the posted schedule, inability to replace sick calls, inadequate evening and night shift staffing, insufficient staff to travel to other units to implement dialysis, and pharmacy and medication administration issues – escalated and were documented on ONA professional responsibility workload complaint forms.

Keen to reach a resolution, management, including the Vice-President and Chief Nursing Executive, and at times the CEO, began meeting with ONA in 2011 and continued to do so over the next two-plus years, finally culminating in the signing of a Minutes of Settlement last October.

The resolutions of the settlement, which is binding, resulted in positive changes, not only on the medical unit but throughout the entire facility. They include:

- Improvements in staffing on the unit, including an additional RN added to the evening shift and an RPN added to the night shift seven days a week.
- Alleviation of non-nursing duties, including the creation of a hospital-wide portering team, increased clerical support, an expansion of staffing office hours to eliminate the need for RNs to spend time calling replacement staff, and increased pharmacy support, including the removal of the pharmacist responsibilities that had been downloaded to RNs.
- Improved orientation/mentorship and training/in-service to new and existing RNs, and tools to help determine the appropriate category of care provider.
- There is a new level of respect for the PRC process and increased input of and respect for front-line RNs in decision making affecting their practice.

“Workload is the number one issue of our members, but this settlement proves that ONA is helping make positive changes to your working lives,” said ONA President Linda Haslam-Stroud. “It’s also a huge win for our members’ colleagues throughout the hospital and, most importantly, their patients, who will reap the benefits of their tenacity. And it was achieved without the use of an Independent Assessment Committee. We look forward to continuing to work with the employer on these significant improvements.”

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