

# Oregon Nurse Staffing Surveys & Complaint Investigations

## Tips & Tools

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## Surveys vs. Complaint Investigations

### ◇ Surveys and Complaint Investigations have similar:

- Report and Plan of Correction timelines
- Entrance activities
- Exit conferences
- OHA will maintain and post results online

### ◇ Surveys Only

- Occurs once during every 3-year cycle
- Advance notice to hospital administration and cochair is required
- Cochair interviews are required

### ◇ Complaint Investigations Only

- Occurs within 60 days of receiving completed complaint
- No advance notice of on-site investigation
- May use some survey tools to facilitate review of records



### Survey Tools

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- ◇ Surveys focus on compliance with nurse staffing laws and administrative rules.
- ◇ Specific topics covered in a standard survey are:
  - Hospital Nurse Staffing Plans
    - Plan Implementation
    - Plan Components
  - Replacement Staffing Requirements
  - Posting Requirements
  - Hospital Nurse Staffing Committee (HNSC) Requirements
  - Overtime Limitations
- ◇ A complaint investigation may focus on one or more of these topics and may use some of the same tools



### Survey Tools

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- Nurse Staffing Needs List
- Time Block Selection
- Staffing Data Review
- Personnel Survey Tool
- Personnel Survey Tool Document List
- Written Staffing Plan Review
- Annual Staffing Plan Review
- Replacement Staffing List Review
- Replacement Staffing Usage Review
- Posting Survey Tool
- HNSC Meeting Review
- HNSC Charter Review
- HNSC Composition Review
- HNSC Cochair Interview
- Maximum Hour Review
- Nurse Staffing Workbook Review

For a detailed exploration of the tools watch the January 18, 2017 webinar archived at [www.healthoregon.org/nursestaffing](http://www.healthoregon.org/nursestaffing)



### What to do before receiving notice of a survey

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- Orient Hospital Nurse Staffing Committee (HNSC) members to new nurse staffing requirements. Watch archived webinars at [www.healthoregon.org/nursestaffing](http://www.healthoregon.org/nursestaffing) together.
- Run your own mock-survey using OHA survey tools.
- Contact OHA with your nurse staffing questions.
- Document your compliance with nurse staffing requirements.

### What to do after receiving notice of a survey

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- Review Sample Needs List and determine who will be gathering information to respond
- Gather documents that are not unit-specific
  - HNSC minutes
  - HNSC charter
  - HNSC roster
  - Hospital-wide nurse staffing plan, etc.
- Confirm co-chair availability for interviews
- Determine where surveyors can work, receive materials, and meet with staff
- Set HNSC post-survey debrief and post-report meetings

### What to do after a survey or complaint investigation

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- HNSC can meet to debrief and discuss concerns that arose while OHA was on-site. HNSC can begin formulating plans to resolve concerns.
- Formulate Plan of Corrections when report arrives
- A credible Plan of Corrections
  - Describes the action that is the proposed solution, and
  - Describes how success will be measured.
  - Does not restate the rule as the proposed solution.



### Nurse Staffing Information: [www.healthoregon.org/nursestaffing](http://www.healthoregon.org/nursestaffing)

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