



Oregon  **Association
of Hospitals and Health Systems**

IMPLEMENTATION OF OREGON NURSE STAFFING LAW

June 6, 2017

HOUSEKEEPING ITEMS

- Please enter your AUDIO PIN.
- To communicate with speakers, please use the “chat” function.
- Ask questions at any time.
- This webcast will be recorded.
- A copy of today’s slides and a link to the webcast recording will be emailed after webcast.

The screenshot displays the GoToMeeting interface. At the top, there is a menu with 'File', 'View', and 'Help'. Below this is a section titled 'Attendee List (2 | Max 101)' with a dropdown menu set to 'NAMES - ALPHABETICALLY'. The list shows 'Nathaniel Scheidemen (Organizer, ...)' and 'Susie Chapstick (Me)'. Below the attendee list is the 'Audio' section, which includes 'Audio Mode' with radio buttons for 'Use Telephone' (selected) and 'Use Mic & Speakers'. It also displays 'Dial: 217-287-4119' and 'Access Code: 847-686-874'. The 'Audio PIN: 46' is highlighted with a red box. Below the audio section is the 'Chat' section, which is also highlighted with a red box. The chat area contains a text input field with the placeholder '[Type message here]', a dropdown menu set to 'All - Entire Audience', and a 'Send' button. At the bottom of the interface, there is a 'Meet Now' section with 'Meeting ID: 847-686-874' and the 'GoToMeeting®' logo.

TODAY'S OBJECTIVES

- How to maximize your success with implementation of the current rules for nurse staffing
 - Hear from your colleagues
 - Learn from each other
 - Current update from the Oregon Health Authority
 - Share your secret sauce
 - Know your resources

TODAY'S SPEAKERS

Legacy Mt. Hood Medical Center

- Tanya R. Shanks-Connors, MBA, BSN, RN
Vice President | Chief Nursing Officer
- Patrick Blankenship RN, BSN, CCRN
Co-Chair Hospital Staffing Planning Committee

Oregon Health Authority Public Health Division

- Dana Selover, MD, MPH-HC-HDRQI Section Manager
- Annabelle Henry, JD, MBA-HFLC Program Manager
- Anna Davis, JD-Nurse Staffing Policy Analyst

TODAY'S AGENDA

- **Nurse staffing survey experience to date**
 - Hospital comments
 - OHA comments
- **NSAB 05/31/17 meeting summary**
 - Waiver Update
 - Nurse Staffing Survey Update
 - Documentation of Nursing Staff Member Overtime
 - On-Call Time as Voluntary or Mandatory
 - Meals and Breaks - Use of Buddy System
- **Questions for you**
- **Call for Sharing of Staffing Plans**

HOSPITAL NURSE STAFFING SURVEY

- Legacy Mt Hood Medical Center survey occurred week of May 22
 - Tanya R. Shanks-Connors, MBA, BSN, RN
 - Patrick Blankenship RN, BSN, CCRN

HOSPITAL NURSE STAFFING SURVEY LEGACY MT HOOD MEDICAL CENTER

What went well:

Being prepared

- Gathered in Advance
 - Took advice from Samaritan Albany Hospital (Thank you!) and created notebook for Entry List (#1-13)
 - Created a digital notebook as well
 - Used Expanded Entry List (#14-31) to establish stakeholders and gather required information

HOSPITAL NURSE STAFFING SURVEY LEGACY MT HOOD MEDICAL CENTER

What went well:

Organized Staffing Plans

- We created a rubric based on surveyor's audit tool to develop and write our unit staffing plans
- Created references in our plans – making it easier for surveyors to find all 10 required elements.

HOSPITAL NURSE STAFFING SURVEY LEGACY MT HOOD MEDICAL CENTER

What went well:

Collaboration

- Many department leaders were needed to gather and explain requested information
 - Unit Managers (requested to explain parts of staffing plans)
 - Education (gathering proof of nurse competencies)
 - Staffing (to present documentation regarding overtime and replacement efforts)

HOSPITAL NURSE STAFFING SURVEY LEGACY MT HOOD MEDICAL CENTER

What could have gone better:

- Needs List Item (#22)– **“Nursing Staff Member Survey Interview Link Posting”**
 - What was it?
 - What was the best way to disseminate this to the staff?
 - Staff member Co-Chair sent email to all nurses with OHA link

HOSPITAL NURSE STAFFING SURVEY LEGACY MT HOOD MEDICAL CENTER

What could have gone better

- Surveyors arrival time
- Staffing Plan Audit
 - Be prepared to produce documents reflected in staffing plan
 - Definition of “Nursing Care Intensity” vs “Acuity”
 - Not clearly defined and subject to interpretation

OHA Nurse Staffing Update

OAHHS Webinar – June 6, 2017

Dana Selover, MD, MPH – HCRQI Section Manager
Annabelle Henry, JD, MBA – HFLC Program Manager
Anna Davis, JD – Nurse Staffing Policy Analyst
Public Health Division



Nurse Staffing Waiver Update

- OHA has received over 30 waiver requests
- On May 31, 2017 NSAB discussed pending waiver requests
- Pending waiver requests are mostly in procedural areas and involve using a tech in lieu of a second nursing staff member
- Pending waiver requests will be processed before the August NSAB meeting.

Nurse Staffing Waiver Update

- OHA will contact the hospital if a waiver request does not provide enough information to make a determination
- OHA's analysis of waiver requests will consider whether staff members who would work in lieu of a nursing staff member have specialized training that meets the health care needs of patients
- Current standard requires applicant to demonstrate that waiver is necessary to ensure hospital is staffed to meet the health care needs of its patients

OHA's Nurse Staffing Surveys

- **Surveys are progressing**

- 3 on-site surveys have occurred
- The first survey report will be sent out this week

- **Survey Expectations**

- Hospitals receive advance notice of survey via email and regular mail. Notice includes a list of items to have ready when surveyors arrive
- Surveyors arrive before 5:00 PM on the date specified for entry
- Surveyors are on site for 2-3 days, but the size of the hospital impacts the length of time spent on site
- Various hospital staff members are needed to meet with surveyors while reviewing documentation.

Documentation of Overtime

- Surveyors rely on hospital records for documentation of whether overtime was voluntary or mandatory
- Surveyors work with payroll staff to understand payroll records showing time worked
- Surveyors also look at other documentation the hospital maintains regarding overtime worked

On-Call Time as Voluntary or Mandatory

- On-Call Time calculations count
 - Time actually worked during a call shift, and
 - Time when the hospital requires the nursing staff member to remain at the hospital in order to be ready to work
- Overtime hours are voluntary if they occur during an agreed-upon and prearranged call shift

Coverage of Meals and Breaks

- Nursing staffing plans must consider tasks not related to providing direct care, including meal breaks and rest breaks
- Surveyors review breaks in 3 contexts
 - Review of information showing that nurse staffing committee considered all required factors in formulating a plan
 - Review of nurse staffing data showing whether a unit was staffed in accordance with the approved plan
 - Review of payroll records for overtime due to missed meals

Nurse Staffing Information: www.healthoregon.org/nursestaffing

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Health
Authority

ADDITIONAL RESOURCE FOR YOU

- Oregon Nurse Staffing Collaborative
 - <http://www.oahhs.org/onsc>

QUESTIONS FOR THE GROUP

- If you are a small hospital, how are you meeting the goals of the staffing plans? How about mandatory overtime and on-call?
- How is the adoption of staffing plans going? Are you seeing a push for MORE staff/FTEs? If so, who is it coming from? Do you believe requests are excessive? Are requests linked to an improvement to patient care and safety?

REQUEST OF YOU

- Please share your staffing plans....your colleagues want to see examples
- Please send to Danielle Meyer at dmeyer@oahhs.org

QUESTIONS?



THANK YOU

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