BEFORE THE VISIT:

Each visit needs a Spokesperson, Recorder, and Bill Speaker(s).

- Decide who is going to be the spokesperson for this visit. The spokesperson starts the meeting, introduces ANAMASS, and generally gets the meeting going.
  - A different individual should be the spokesperson for each visit – rotate each role with each legislative visit.
- Decide who is going to be the recorder and will submit feedback to ANAMASS immediately following each visit via the following link [Legislative Visits Feedback (google.com)](google.com)
- Decide who BILL SPEAKER is going to speak to each piece of Legislation we are lobbying for today.

*Remember, that today we are lobbying for just these three bills and inclusion of language relative to psychological assault in ANY HCW Violence prevention bill:*

1. **H2214/S1467** - An Act establishing a commission on quality patient outcomes and professional nursing practice
2. **H2213/S1404** An Act Relative to Acute Hospital Governance
3. **H1211/S747**: An Act relative to nurse licensure compact in Massachusetts
4. ANAMASS advocates that in any legislation moving forward that the definition of violence aligns with the National Institute for Occupational Safety and Health (NIOSH) and Occupational Safety and Health Administration (OSHA) definitions: Workplace violence consists of physically and psychologically damaging actions that occur in the workplace or while on duty and includes direct physical assaults (with or without weapons), written or verbal threats, physical or verbal harassment, and homicide.

- A complete copy of the 2023-2024 ANAMASS Legislative Agenda was sent to the legislator via email and can also be found in their packets and at anamass.org.

- Check to see if the legislator has signed on/supports these three bills [https://malegislature.gov/](https://malegislature.gov/) click search bills and enter bill #

- Each BILL SPEAKER should be able to speak for 1-2 minutes on that specific piece of legislation (max), using personal anecdotes, explaining your position with facts and using personal nursing stories when possible to support the bill; these bills affect/will affect you and your patients; make sure your legislators understand the personal ramifications or benefits resulting from their actions.
For Example: A lot has changed in healthcare since the contentious ballot question about mandatory nurse: patient ratios. At the end of the day, the voters of the Commonwealth clearly indicated (70% to 30%) that they did not want legislators mandating specific nurse: patient ratios. The voters empowered nurses to continue finding solutions together, as health care professionals. ANAMASS agrees with the voters and feels that this legislation (H2214/S1467 - An Act establishing a commission on quality patient outcomes and professional nursing practice) is our chance to start to work together – nurses, patients, employers, professional associations, unions, and legislators - to examine the evidence – what effect has legislation on staffing ratios enacted in other states had on patient quality indicators? As nurses we know and there is plenty of evidence that demonstrates that increasing the number of RNs per patient improves clinical and economic outcomes but does not reveal a magic number or “one size fits all” formula. The commission will look at the evidence related to unit based staffing in hospitals, newly implemented staffing laws in multiple states and their efficacy and effect on patient safety and quality, various regulatory approaches, and take into account nurses’ educational preparation, professional certification, and level of clinical experience; the number and capacity of available health care personnel, geography of a unit, and available technology; and the intensity, complexity, and stability of patients. The 17-member bipartisan commission will also any examine barriers to reasonable enforcement of any staffing standards, develop strategies for collaborative practice, and hold public hearings.

During the Visit
- **Spokesperson**: Thank Legislator/Aide for their time. Introduces themselves and the American Nurses Association Massachusetts – ANAMASS
  - For example: The American Nurses Association Massachusetts (ANAMASS) is a constituent member association of the American Nurses Association, the association representing the interests of the nation’s 4 million registered nurses. We advance the nursing profession by fostering high standards of nursing practice, promoting a safe and ethical work environment, bolstering the health and wellness of nurses, and advocating on health care issues that affect nurses and the public. **All** registered nurses are eligible to join ANA Massachusetts. Reflective of the profession, our membership is inclusive of many roles, including: direct care nurses and advanced practice registered nurses, who work in a wide range of settings such as acute care hospitals, clinics, long-term care, schools and other settings. Approximately 50 percent of ANA’s members who hold membership at the Massachusetts and national level are direct care, staff nurses.

- **GROUP**: Introduce yourself and district/if you are a constituent.
- **Recorder**: Make sure you get the name and contact information of the aide/person at the office. Exchanging business cards at the beginning of the meeting is a good time to do this!
- **EACH BILL SPEAKER SHOULD Clearly state ANAMASS' position on the**
• bills/language we are lobbying for – limit to 2 minutes per bill.
  □ Ask the legislator to clarify their position on these bills
  □ Start on a positive note by finding common ground. For example, if the legislators recently voted in support of an ANAMASS issue, thank them
  □ Ask the legislator to SUPPORT all three bills (and the ANAMASS Agenda – in their packets and sent to them via email)
  □ Ask if it’s okay to TAKE A PICTURE AND SHARE ON SOCIAL MEDIA #ANAMASS #NURSESVOTE
  □ THANK THEM AS YOU LEAVE!

General tips
  □ If you don’t understand something, ask for an explanation.
  □ If you don’t know the answer to a question, say so, but offer to get an answer. Make sure the recorder gets that question and who wants to know/their contact information to submit via the following link Legislative Visits Feedback (google.com)

After the Visit
  □ Make sure you complete and return the lobby day report form (online) for all visits – PLEASE note any unanswered questions or information.
  □ Use the enclosed sample as a guide to write a thank you letter to the legislators summarizing ANAMASS’ priority points.
  □ Share the results of your visits, including insights about legislators’ concerns, by communicating with ANAMASS through the ANAMASS Health Policy Committee or writing an article for the ANAMASS newsletter.
  □ Maintain ongoing communication with legislators and their staff through letters, calls, and visits.
  □ Find out when legislators will be home in the district and organize a local visit.
Sample Thank You Letter

The below letter is included as a sample to guide you; feel free to use and adapt as needed. Please customize to your experience or pull out why one bill resonates with you – tell your story!

Please make sure that you correctly spell out our name or use our acronym (ANAMASS): American Nurses Association Massachusetts, Inc.

Dear Senator/Representative/Aide... -----

I want to extend a sincere thank you for your time on Wednesday, September 27, 2023 to meet with members of the American Nurses Association Massachusetts, Inc. I appreciate Senator (or Representative) insert name’s consideration of our entire legislative agenda, but in particular their support of the following:

1. **H2214/S1467** - An Act establishing a commission on quality patient outcomes and professional nursing practice
2. **H2213/S1404** An Act Relative to Acute Hospital Governance
3. **H1211/S747**: An Act relative to nurse licensure compact in Massachusetts.
4. Ensuring that in any workplace violence legislation that the definition of violence aligns with the National Institute for Occupational Safety and Health (NIOSH) and Occupational Safety and Health Administration (OSHA) definitions: Workplace violence consists of physically and psychologically damaging actions that occur in the workplace or while on duty and includes direct physical assaults (with or without weapons), written or verbal threats, physical or verbal harassment, and homicide.

I hope that the legislature is ready to take a leadership role in facilitating a bipartisan commission of legislators, nursing and healthcare leaders to truly examine the evidence and research on the effect of the implementation of optimal nurse staffing legislation on nursing quality patient care outcomes and ensure a reasoned discussion moving forward on these issues.

Strong evidence exists to demonstrate that nurses who serve on boards can have a significant impact. One qualitative research study concluded that “nurses bring expert healthcare knowledge, expertise, and wisdom along with the values of caring and collaboration to impact board decisions, which may, in turn, influence governance effectiveness and organizational performance. Nurses promote effective board governance by ensuring that the perspectives and needs of all stakeholders are well represented in board discussions, deliberations, and decision-making. Given the high stakes of healthcare, board leaders of health-related organizations cannot afford to miss the opportunity to appoint nurses as decision-making members of governing boards.”

Massachusetts is one of the last states to consider joining the Nurse Licensure Compact.
Compact. Please support the passage of this legislation to provide for a more mobile workforce, advance opportunities for Massachusetts RN’s to provide care via telehealth to patients they already serve, and improve the screening of RN license applications to include national criminal background checks.

Legislation addressing workplace violence has been considered for multiple sessions. The nursing workforce can no longer bear the burden of verbal and physical aggression while caring for patients. Please ensure that any legislation moving forward that the definition of violence aligns with the National Institute for Occupational Safety and Health (NIOSH) and Occupational Safety and Health Administration (OSHA) definitions: Workplace violence consists of physically and psychologically damaging actions that occur in the workplace or while on duty and includes direct physical assaults (with or without weapons), written or verbal threats, physical or verbal harassment, and homicide.

Thank you again for your time.

Name, RN, credentials
Email or phone number (so they can contact you back)
Address, City, zip (so they know if you are their constituent or not)
If applicable, ANAMASS Member (verify with Lisa Presutti before leaving Nurses Hall if you have any questions or call the office 617-990-2856 on Tuesday)
LOBBYING “DOS” AND “DON'TS”

DOS
- Do learn legislators’ committee assignments and where their specialties lie.
- Do present the need for what you’re asking the legislator to do. Use data or cases you know.
- Do relate situations in his or her district.
- Do learn the legislators’ position and ask why they take that position.
- Do—in case of voting records—ask why he or she voted a particular way.
- Do show openness to the knowledge of counterarguments and respond to them.
- Do admit you don’t know. Offer to try to find out the answer and send information back to the office.
- Do spend time with legislators whose position is opposite ours. You can decrease the intensity of the opposition and perhaps change it.
- Do spend time in developing relationships with the legislative staff.
- Do thank the staff for stands the member has taken, which you support.

DON'TS
- Don’t overload a legislative visit with too many issues.
- Don’t confront, threaten, pressure, or beg.
- Don’t be argumentative. Speak with calmness and commitment so as not to put the legislator on the defensive.
- Don’t overstate the case. Members are very busy, and you are apt to lose their attention if you are too wordy.
- Don’t expect members of the legislature to be specialists. Their schedules and workloads tend to make them generalists.
- Don’t be put off by smokescreens or longwinded answers. Bring the legislator back to the point. Maintain control of the meetings.
- Don’t make promises you can’t deliver.
- Don’t be afraid to take a stand on the issues.
- Don’t shy away from meetings with legislators with known views opposite your own.
- Don’t be offended if a legislator is unable to meet and requests that you meet with his or her staff.