



Oregon Nurses Association  
Bargaining Unit Newsletter

# St. Charles Medical Center - Bend Newsletter

January 22, 2015

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**John Nangle, RN, ED**

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## Letter from ONA/St. Charles - Bend Bargaining Unit Chair!

Happy New Year!

I want to start off by thanking you for electing me to represent you and your interests. I take the role of Oregon Nurses Association (ONA)/St. Charles – Bend bargaining unit chair seriously and promise to work hard on improving our nursing care environment. I strongly believe this will translate to improvements in quality, safe patient care here at St. Charles-Bend.

This year we are welcoming our new chief executive officer and president of the St. Charles Health System, Joe Sluka. With Joe's arrival will come new ideas for St. Charles - Bend, and ONA looks forward to working with Joe to attain St. Charles' vision: Creating America's healthiest community, together.

2015 will also bring challenges and changes to St. Charles-Bend. Recently we experienced the worst possibly sentinel event in one of our nursing units, a tragic medication error in the emergency department. Our thoughts go out the family of this patient as they cope

with their tragic loss. This event is also tragic for our organization as a whole, and certainly very hard on the nurses who are the heart and soul of quality, safe patient care at St. Charles. ONA is dedicated to identifying changes that need to occur as a result of this event. We have been assured by Bend CEO Bob Gomes and Bend CNO Karen Reed that nursing will have a strong decision making voice on any changes to come.

Our current contract will end on July 1 of this year. Negotiation preparations are under way and with the support of Bob Gomes and Karen Reed we are hoping to begin the process in early April. You recently received a link to a survey on working conditions and nursing environment from ONA and you will receive another one in early February. These surveys will help prioritize negotiation topics, so please take the time to fill them out. Thank you in advance for participating in the negotiation process!

I would like to highlight an area of special concern for ONA – missed breaks and lunches. This has been an

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## Message from ONA/St. Charles - Bend Bargaining Unit Chair *continued from page 1*

issue at St. Charles–Bend for as long as I can remember. By law we are entitled to one paid 15-minute break during every four hours of work (taken within each 4-hour block), and one unpaid 30-minute lunch break. Breaks and lunches are paramount to performing quality, safe patient care. If you are not given three 15-minute breaks and/or lunch, the missed breaks need to be reported on the supplemental form. The Hospital will soon require missed breaks and meals to be reported at the Kronos time clock. In addition, if you feel (as I do) that missed breaks are a safety and staffing issue, please fill out the ONA staffing request and documentation form (SRDF). Documentation will support changes in staffing policy, but without documentation no changes can be made. Please fill out the appropriate forms

every time you miss a break and help us support quality, safe patient care.

Finally, the culture at St. Charles – Bend over the past several years has been challenging. ONA believes that a strong positive culture, built on a shared governance philosophy, is vital to the future success of St. Charles – Bend. Under this model, nursing would be afforded full professional engagement and ownership in decision-making processes that directly impact clinical practice, staffing, quality, safety and competence. We look forward to working with St. Charles - Bend to create a positive work environment founded on shared governance principles.

In Solidarity,

John Nangle RN, CEN

## What is a Sentinel Event and Why Does it Matter to You?

- The Joint Commission defines a sentinel event as “an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof”. The phrase, ‘or risk thereof’ includes any process variation for which a recurrence carries a significant chance of a serious adverse outcome. Such events are called “sentinel” because they signal the need for immediate investigation and response. These unfortunate events have occurred at St. Charles in the past, one has occurred most recently, and as much as I would like to believe they will never happen again, they probably will in some form.
- If you are involved in a sentinel event, like a freight train you didn’t see coming, it will bring you to your knees. You experience a new depth of sadness and despair, and of course questioning yourself and going over the events a million times. Think it can’t happen to you? Think again. As long as you depend on another employee, department, or system, you are at risk even if it is not your fault.
- In a sentinel event, everything you did and charted will be filleted and bared. **SCAN YOUR MEDICATIONS.** That does not guarantee that is what is in the bag, but when you tell them you administered the patient’s five rights, they will believe it if you scanned the bag. I want to say that St. Charles DOES care about safety and does want to hear your ideas for improvement.
- A fellow nurse whom I idolized and that trained me, Eric Jensen RN, told me years ago to buy the Nurses Service Organization (NSO) liability insurance because he had. I couldn’t imagine why he would ever need it because I thought he was one of best nurses ever, but he said “you never know when you might need it”. Since then I have purchased it.
- ONA recommends every nurse purchase the NSO insurance. A

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## What is a Sentinel Event and Why Does it Matter to You? *continued from page 2*

sentinel event could lead to future litigation or a Board of Nursing complaint even if it is not your fault. At \$109 annually it is such a bargain, go out see how far \$109 will get you when you need to talk to an attorney, 10 or maybe 15 minutes of their time!

- Although ONA, its role as a labor organization, is there to represent, assist and protect nurses with anything in the contract as well as employment

issues, representing members in civil litigation is outside the scope of its services.

- The ONA Executive Director, Susan King, and ONA Director of Professional Services, Carlton Brown, sit on the NSO advisory board. So this recommendation comes with some real credentials.

- Within hours of filing a claim, NSO gets the ball rolling, and I

have no doubt they are the best in the business. If you could see the credentials, expertise and

experience dedicated to you, you will be amazed. You won't be alone, you will have an army behind you, trust me I know.

[www.NSO.com](http://www.NSO.com)  
(1-800-247-1500)

*Written by an emergency room nurse involved in a sentinel event*

## First Bargaining Survey Available Online

We are preparing for bargaining our next contract. Negotiations will likely begin in April. Normally our bargaining survey is quite extensive, and includes questions about nursing culture, communications and work environment; plus questions about benefits and wages. This year we will conduct the survey in two parts; a survey about working conditions and nursing environment, followed by a survey about wages and benefits.

You can access the survey by going to OregonRN.org and selecting St. Charles – Bend under Find Your Bargaining Unit; or by visiting our local website [bend.onaweb.org](http://bend.onaweb.org) and clicking on “latest news”.

St. Charles ([St. Charles Health Systems or St. Charles – Bend?](#)) has gone through enormous changes over the past three years. Please participate in both surveys. Our goal is to achieve the best possible working environment for nurses at St. Charles – Bend, where nurses are central in an organizational structure and culture founded on principles of full professional engagement and staff ownership in decisions that affect practice, the work environment, staffing, quality, safety and competence.

This first survey covers working conditions and nursing culture and environment; the next survey (on wages, benefits, other contract language) will follow in approximately one month (February).

## Charge RN/Clinical Supervisor Update

ONA is continuing to discuss the ongoing issues of charge RN work and clinical supervisors (CS) performing roles that were formerly done by charge RNs.

In some units, lack of communications between charge RNs and clinical supervisors about patient acuties is an ongoing issue.

In other units, the charge RNs and CSs are working together well, but they are being told to do different roles. We are continuing to try and resolve these issues in labor management committee.

In most units, the clinical supervisors are no longer performing direct bedside patient care.

## Join ONA Lobby Day on February 10

**Where:** Oregon State Capitol Building  
Salem, OR

**Contact:** Kevin Mealy  
[mealy@oregonrn.org](mailto:mealy@oregonrn.org)  
Phone: (503) 293-0011 ext 346

Participate in a day of education and action as hundreds of nurses meet in Salem to talk directly with legislators about the need to make improvements to Oregon's Nurse Staffing Law.



**Mileage will be reimbursed by ONA; hotel will be reimbursed by Bend bargaining unit.**

All ONA members are invited to join ONA at the Oregon State Capitol in Salem on Tuesday, February 10 for ONA's 2015 Nurse Lobby Day. During Lobby Day, nearly 300 nurses and nursing students from across the state will gather to meet with legislators and advocate for issues that are important to every nurse.

This year's Lobby Day will focus on the need to make improvements to Oregon's Nurse Staffing law that will empower direct-care nurses, enhance transparency and increase enforcement and accountability. These improvements will result in better conditions for nurses and patients.

**Up to 4.0 continuing nursing education contact hours will be available to participating nurses.**

ONA will provide resources and training to all attendees. First-time Lobby Day participants are welcome.

Register for ONA's 2015 Lobby Day to help make the changes we need to protect nurses and patients.

ONA Nurse Lobby Day is open to all ONA member and student affiliates (OSNA members). You must be an active ONA or OSNA member to participate in ONA's 2015 Nurse Lobby Day. Not a member? [Click here](#) to find out how to join ONA today.

You must be logged into the ONA website to register. If you have not logged into the ONA website since the system upgrade in April, you will need to reset your password to login. Your username is the email address we have on file for you. At the login page, click the link at the bottom of the page under "Forgot your password?" to reset your password in order to login for the first time.

### Guests of ONA Members

Nurses and nursing students who are not ONA members may be invited to Nurse Lobby Day as long as they are nominated or sponsored by an ONA member. If you have been nominated to join us at Nurse Lobby Day, please [click here to complete the guest registration form](#) or go to [www.OregonRN.org](http://www.OregonRN.org) and select the Government Relations tab.

### Lobby Day Support



Thank you to [California Casualty Auto and Home Insurance](#), an ONA membership benefit partner, for their support of the 2015 ONA Nurse Lobby Day!