Greetings,

Your Nurse Labor Management Advisory Committee (Nurses LMAC), composed of administration and ONA representatives, truly appreciates the work nurses are doing during the pandemic. We value your dedication to our community!

Our Memorandum of Understanding (MOU) charged Nurse LMAC to conduct a thorough review of each nurses’ workload. Thank you to the 16 of our 22 ONA nurses who completed our position analysis form earlier this year, which allowed us to review individual workload assignments. Here are some highlights:

- Eleven respondents reported their workload has evolved and does not match known or assigned responsibilities.
- Ten desire further training or instruction to meet the needs of their position.
- All 16 respondents agreed they are comfortable communicating with their supervisor about their training and job needs.
- Eight said they were able to complete their assigned tasks by the end of each workday, seven reported they were unable to do so.

We used these results to address our second task, as detailed in our MOU, which was to develop an educational experience to empower nurses to have conversations with their supervisors to readjust individual workload. The position analysis results suggest that obstacles that prevented frank conversations with supervisors, which we identified during bargaining last year, may be minimal.

Nonetheless, the committee still feels that educational opportunities in communications are very valuable for nurses today. Our committee reviewed a larger number of possible educational opportunities. We learned that:

- It's estimated that nearly 75% of communications are interpreted incorrectly.
- At the same time, however, many people consider themselves to be good communicators.
- People tend to hear what they want to hear.

We identified several high-value, engaging courses and highly recommend them! These courses are available on-demand on NEOGOV - https://learn.neogov.com/learner/catalog. See this document for instructions on how to enroll in courses through NEOGOV. We are excited to offer the following training, which we think nurses will find useful in their job:

- Delivering Successful Messages at Work (Part 1 & 2)
- A Guide for Healthy Communications
- Art of Assertiveness
Our committee has worked together collaboratively with all members contributing time and effort to our success. We rotate the facilitator role, which allows everyone an opportunity to try out that role and develop that skill. Our committee work is truly a shared responsibility.

As our next step, we will now turn to the third task in our Memorandum of Understanding, which is to “develop relevant group exercises and structured learning that facilitate cultural change in the organization about workload assignments.” To complete this, we will use your responses from the position analysis form to identify a relevant focus.

If you have any questions, please don’t hesitate to reach out to any of the LMAC members below.

Sincerely,

Carla Jones, Health Center Director
Charlene Yager, Maternal & Child Health Nurse Manager
Eric Wolke, Assistant HR Director
Gary Aguiar, Oregon Nurses Association Labor Representative
Jo Missler, HR Analyst
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