On Jan. 31, 2018, the Oregon Nurses Association (ONA) and Providence Hood River Memorial Hospital (HRM) met for a step 2 grievance meeting regarding two grievances addressing scheduling issues in the emergency department (ED). On Jan. 15 we met with management for the step 1 meeting regarding the grievances and presented suggested resolutions to Chief Nursing Officer (CNO) Becky Kopecky and Human Resources (HR) representative Jami McCaslin. Several nurses attended that meeting, showing how widespread the issues are as well as the urgent need for change.

Both meetings offered really great discussion about the processes for scheduling requirements, float nurse roles, and the overall timeline to construct the schedule. Laura Korb, RN, who has had a particularly difficult schedule shifting between nights and days in the same week, said, “It was personally helpful to me to have Becky recognize that it is not a reasonable expectation to be scheduled days and nights in the same week and that the schedule I have been working is not ideal.” Laura added she “was glad to hear that management feels that departmental staffing concerns can be brought to the unit-based staffing committee and that a shared governance process is the desired model.”

Management has provided written responses to the grievances, which you can read on pages 2-3 of this newsletter. The nurses involved in the grievances are discussing whether to advance our grievances or if a settlement is possible with the proposed resolutions. Becky Kopecky was not opposed to the idea of self-scheduling in the ED, but she specifically said that decision should be made at the unit-based staffing committee with local management.

Ashley Dodson, RN, said, “I really do believe by having these open dialogues, bringing questions and concerns forward, and continually working for a fair process, that our diligence will help us achieve a desirable working environment.” Olga Jessup, RN, said, “I felt that the meeting went really well. Our requests are being heard and progress is being made.” We would appreciate your feedback too! We want to advocate for what is important to all nurses and reflect a reasonable way to obtain a work-life balance. We will decide our course of action over the next week, and respond to management soon.

If you have suggestions, comments or concerns, please feel free to email Karly Edwards, the ONA labor relations representative who has been working on these grievances, at Edwards@OregonRN.org.
HRM Management Responds to “Scheduling” Grievances

Providence Hood River Memorial Hospital
810 12th St.
Hood River, OR 97031

February 15, 2018

Karly Edwards
Oregon Nurses Association
18765 SW Boones Ferry Rd Suite 200
Tualatin, OR 97062

RE: Casual Call/Per diem RNs-Emergency Department (ED) - 2nd step response

Dear Karly,

Thank you for the time to meet on January 31, 2018. We appreciate the ED Casual Call RN’s concern and, although the department manager felt accountable to meet the operational staffing needs for the December schedule with the notice of an employee resignation, holiday PTO requests, and historical unit scheduling needs, we do agree with your statement of grievance that the ED was given less than 24-hours’ notice of new scheduling protocol.

In addition, the hospital will back down from requiring the ED Casual Call/Per Diem RNs to sign up for a required nightshift as this is not specifically stated in the contract. Our plan going forward with new per diem hires will be to state in writing the expectations as to add clarity and understanding for work schedules.

Our goal is to continue to have conversation and collaboration about meeting the operational scheduling needs of the Emergency Department.

Respectfully,

Jami McCaslin
Human Resources
Providence Hood River Memorial Hospital
810 12th Street/Hood River, Oregon 97031

Becky Kopecky, RN MN
Chief Nursing Officer
Providence Hood River Memorial Hospital
810 12th Street/Hood River, Oregon 97031
HRM Management Responds to “Scheduling” Grievances

Providence Hood River Memorial Hospital
810 12th St.
Hood River, OR 97031

February 15, 2018

Karly Edwards
Oregon Nurses Association
18765 SW Boones Ferry Rd Suite 200
Tualatin, OR 97062

RE: Ashley Dodson/Grievance 2nd step response

Dear Karly,

Thank you for the time to meet on January 31, 2018. In response to the grievance filed above, please accept this correspondence with Providence Hood River Memorial Hospital (PHRMH) that we will not be affirming the grievance set forth by Ashley.

The decision is based on the following:

- It was determined that there is no specific language that describes how float nurses should be scheduled to another department, particularly nurses who have verifiable competency skills equal to that of a primary nurse.

- Article 4.06 in the ONA contract indicated that the Hospital retains the right to adjust work schedules to maintain an efficient and orderly operation, consistent with the provisions in this Agreement.
  - The Hospital did hear from the ED Nurses that lack of transparency and lack of communication regarding ED scheduling process.
  - The Hospital did hear that the current schedule process is poorly designed and does not allow ED department RNs to be part of the solution for scheduling issues.
  - The Hospital did hear a lack of collaboration about staffing issues with the ED manager.

- In response to these concerns, the Hospital has restructured the dates of available per diem shifts, by posting the per diem shifts on the 13th of the month (2 days earlier).

- The timekeepers will increase transparency by allowing the staff to see the Kronos schedule earlier by entering the schedule on the 15th of the month (5 days earlier). This will allow the ED RNs to sign up for unfilled shifts if interested. The current process of scheduling will be master schedules, variable schedules and per diem nurses’, will continue, in that order, as stated in the contract.

- Float nurse options will continue to be a possibility for staffing shortages, as a last option, prior to posting the schedule on the 20th of the month.

- The ED Manager was asked to re-start the Unit-Based Staffing Committee (UBSC) to foster an environment of collaboration and communication regarding scheduling needs.

Respectfully,

Jami McCaslin
Human Resources
Providence Hood River Memorial Hospital
810 12th Street / Hood River, Oregon 97031

Becky Kopecky, RN MN
Chief Nursing Officer
Providence Hood River Memorial Hospital
810 12th Street / Hood River, Oregon 97031
Don’t Miss Important ONA Emails

ONA wants to make sure all members receive timely communications, ensuring you have the most up-to-date information on your contract, bargaining issues, upcoming votes, nursing research, practice issues and workplace policies. If you are not receiving ONA emails, we can help.

First, check to make sure ONA emails are not being filtered into a junk, spam or clutter folder. Many email providers, like Comcast, Yahoo and Gmail, have built in Spam/Junk filters or blockers. The filters are intended to prevent you from getting junk mail or spam, but it can also unintentionally block emails you want to receive. If ONA emails are in one of these folders, flag them as “not junk” and add News@OregonRN.org to your safe sender list.

If there are no ONA emails in those folders and you still aren’t receiving ONA emails, there are various causes listed to the right.

You can fix most problems by simply emailing ONA at News@OregonRN.org with your name, personal email address and the name of the facility you work at in the body of the email.

We will update our records to ensure you don’t miss future ONA emails.

Common Reasons for Not Receiving ONA Emails

1. **Mislabeled:** Emails from ONA are being flagged as junk or spam by your email service provider.
2. **No Email:** ONA does not have an email on file for you.
3. **Bad Email:** ONA has an incorrect or outdated email on file.
4. **Blocked:** Due to several failed delivery attempts, our system has stopped attempting to send emails to your email address.
5. **Opted Out:** You have opted out of receiving emails.
6. **Work Email Filters:** Some health care systems filter out ONA emails so nurses don’t receive ONA-related emails. This is why we encourage nurses to use their personal email addresses instead of work emails.

Fixing Problems to Receive ONA Emails

1. **Check your junk/spam/clutter folder for ONA emails:** Flag ONA emails as “not junk/spam” and add News@OregonRN.org to your safe sender list.
2. **Email ONA:** To fix reasons 2-6, simply email ONA at News@OregonRN.org, and include your name, personal email and facility you work at in the body of the email.

2018 Convention and House of Delegates

**Wednesday, April 18 - Friday, April 20**

The Riverhouse on the Deschutes, Bend, OR

The Oregon Nurses Association (ONA) invites you to attend ONA’s Convention and House of Delegates in beautiful Bend, OR, April 18-20, 2018. Join nurses from across the state to learn from national and state leaders, decide ONA’s official positions, and determine your organization’s future.

ONA’s 2018 Convention is a three-day event featuring nationally recognized speakers, workshops, panels, discussions, and continuing education. This year’s event will be centered around how nurses can effectively advocate for patients and colleagues in the workplace and in the community.

Visit www.OregonRN.org/event/2018Convention to register for the Convention and select your sessions. Workshop space is limited, so register today!

www.OregonRN.org/event/2018Convention