



Oregon Nurses Association  
Bargaining Unit Newsletter

# Providence Triage Service Center (ProvRN) Newsletter

May 31, 2018

## ONA / ProvRN Executive Committee

**Chairperson:**  
Tina Lilburn, RN  
Nurse Call Services

**Secretary/Treasurer:**  
Sharen Gray, RN  
Nurse Call Services

**Membership/Grievance  
Chair:**  
Evonne Nielsen, RN  
Nurse Call Services

**Staffing Committee:**  
Diane Simon, RN  
Nurse Call Services

**Dawn Bryan, RN**  
Nurse Call Services

**ONA Labor Relations  
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## Tina Lilburn Will Soon Leave ProvRN. We Wish Her Well and Will Miss Her!!



Most of us are aware that Tina has given her notice and will be leaving the Providence Triage Center next month. Her last day of work will be Sunday, June

10, 2018. Tina was hired by Providence in 1989 and joined ProvRN in 2007. She was initially very involved in discussions and meetings regarding union formation and union business. She continued her involvement participating in negotiation activities prior to ratification of our first contract in

2013. Tina has held the position of Bargaining Unit Chair of the Executive Committee for ProvRN since 2013. She has shared her plans to move back to Oklahoma State where several family members are anxiously awaiting her return.

This means that the position of Bargaining Unit Chair will soon be available. If you are interested, please let one of your executive team members know or our labor relations representative, Jocelyn Pitman by email at [Pitman@OregonRN.org](mailto:Pitman@OregonRN.org).

Good luck, Tina. We will miss you!!

## Time Off Requests

Remember June is the month to submit prescheduled paid time off (PTO) requests for time off between Oct. 1, 2018 through March 31, 2019. Read

about time off requests in the contract on page 9. Specific holiday schedule requests involve an additional, separate process.

## Follow Up to Our Retention Meeting

On April 13, we had a retention meeting with Sandy Artemenko, Amy Barrett and Theresa Osburne (HR) regarding the retention issue that we discussed in the

March 13 newsletter and later at a union meeting. Sharen Gray, Evonne Nielsen and Jocelyn Pitman attended as representatives for the Oregon Nurses

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## Follow Up to Our Retention Meeting

(Continued from page 1)

Association (ONA).

We discussed several items related to training and retention. We started with, what happens after Fran, our educator, is finished with her portion of the training of our new nurses? Fran does a skills check off before the nurses leave orientation. A few nurses are reviewing the calls completed by new RN's and forwarding feedback to leadership. New hires are assigned "buddies" for support and to answer questions. From what we were told, no one is officially a preceptor at this point in time.

We also clarified who is doing call review, which is a few experienced nurses from the bargaining unit.

Previously nurses were being paid their regular salary to do preceptor work, which is a concern for us. Nurses who go above and beyond should be compensated with an additional differential and be provided independent time to complete this work.

Theresa from HR stated that the unit has lost 9 out of 35 RNs between February 2017 and February 2018. Four of those nurses were hired in the last year, so our initial assessment about only new hires leaving was off. We requested the data that HR cited. Theresa finally sent the data to us on May 21. The data matched what they stated.

So what is the real reason that nurses are leaving? We brought up compensation, scheduling, coverage for sick calls, and night shift regularly being short. It is unclear to us what the real reason is, since people usually don't inform administration of what their exact reason for leaving is in their exit interview. They typically want to make sure their former employer remains a good reference. Some nurses told our executive team

(Sharen Gray, Tina Lilburn and Evonne Nielsen) different reasons than what they told administration.

Theresa Osburne and Amy Barrett let us know that they attended a first year turnover summit within Providence. So, we were happy to hear that this issue is being taken seriously. Turnover is costly to an employer due to the training and onboarding process, administrative processes and the burden the department endures (example: overtime) when they are short nurses. Unemployment in nursing is very low right now.

Regarding compensation, we were informed by Amy that the budget is dependent on the client base. Providence Triage Service Center (ProvRN) is competing with for profit call centers that are spread throughout the nation. Providers are signed up with companies such as Fonemed and Sirona Health, which are all over the country. The nurses working for them work under the nursing compact license, so they can practice/take patient calls from multiple states. These nurses are paid significantly less than ProvRN nurses, and are not likely to be unionized.

We also discussed the ability to do shift trades, which Amy thought every nurse may not be aware of. She later sent us the form on page 3 so that we could share it with you.

We will continue to monitor this situation and act accordingly if the retention issue persists. If you have any questions, please don't hesitate to contact Evonne, Sharen or Jocelyn. Jocelyn Pitman, labor relations representative, can be reached by email at [Jocelyn.Pitman@OregonRN.org](mailto:Jocelyn.Pitman@OregonRN.org).

## PAY INCREASE!

Per our current contract, every RN will be receiving a 2.5 percent wage increase in July 2018. Be sure to

check for your wage increase after the first completed 2-week pay period in July.

## Stay Informed!

Do you want to stay informed regarding upcoming newsletters or emails involving ONA/contract business? If you delete without reading, you choose to miss out on

information, possible upcoming meetings. Remember, this is your contract, your information!

**RN Trade Agreement**

**Please note:** See detailed instructions for further information on the H drive-Schedules folder.

Fill out current Rotations for both parties and indicate changes requested:

2 Week Rotation	Requestor 1 Current	Requestor 1 Change Request	Requestor 2 Current	Requestor 2 Change Request
S				
M				
T				
W				
TH				
F				
S				
S				
M				
T				
W				
TH				
F				
S				

**Requestor 1:**

Employee Name (Print) \_\_\_\_\_ FTE: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ Signature: \_\_\_\_\_

**Requestor 2:**

Employee Name (Print) \_\_\_\_\_ FTE: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ Signature: \_\_\_\_\_

**All requests must be signed by both requestors (staff involved in agreement) and a Staffing Committee representative. Place in completed form in the schedule change mailbox in the office. Electronic forms will not be accepted.**

Is this request for a permanent change in your rotations? Yes  No   
 (Circle One)

**For Staffing Committee Use Only**

State reason/action, and give to appropriate Employee(s):

- Approved  Not approved  Meets FTE  Doesn't meet FTE
- Meets department needs  Doesn't meet department needs  Creates overtime for one or both parties
- Too many people involved in trade
- Other

<input type="checkbox"/> Rotation 1 Adjusted	Date/Time: _____	Staffing Committee _____	Date Time _____
<input type="checkbox"/> Rotation 2 Adjusted	Date/Time: _____	Staffing Committee _____	Date Time _____
To Rescind Agreement Both Parties to Sign and Return to Staffing Committee via Schedule Change mailbox			

Rescinded Agreement Acknowledged by: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Rescinded Agreement Acknowledged by: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Staffing Committee Approval: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

# Be Part of the ONA Nurse Leadership Institute

ONA is now accepting applications for members interested in participating in the Nurse Leadership Institute (NLI).

The ONA NLI, launched in 2015, is designed to create a cohesive and dynamic community of peers that is organized to affect change and respond to challenges in politics, practice, and labor.

An intensive, unique program, built on an evidence-based leadership model, the NLI will help you develop and strengthen vital skills needed to advance the nursing profession.



## 2018-2019 Schedule

There are six sessions taking place over a seven-month period. Participants are expected to attend all sessions in their entirety.

Session	Date
<b>Session #1</b>	Friday, Sept. 14 (evening only) Saturday, Sept. 15 Sunday, Sept. 16
<b>Session #2</b>	Friday, Oct. 26
<b>Session #3</b>	Saturday, Dec. 8
<b>Session #4</b>	Friday, Jan. 18
<b>Session #5</b>	Saturday, March 2
<b>Session #6</b>	Saturday, April 13 Sunday, April 14



Applications are due by Aug. 3. Visit the ONA website for more information and to start your application today!

[www.OregonRN.org/NLI](http://www.OregonRN.org/NLI)