An Open Letter to the Staff of Providence Seaside Hospital

Recently tensions in the hospital have revealed that work is needed to be done on all sides at the hospital in order to have a harmonious and safe work environment for all. Maternity Services RN Kelsie Peterson recently addressed management with an open letter raising these concerns. After meeting with management, this is her response shared with each of you in the hopes of supporting her requests to develop the relationships needed to make this cultural change. If you have any questions you can email Kelsie at kelsie.peterson@providence.org.

In October, an open letter was given to administration and the Shared Decision Making Council to express concerns related to administration’s response to staff concerns and a negative work environment that breeds disrespect. In addition, it addressed concerns about the direction our Shared Decision Making Council was moving. A week ago, I met with Janiece Zauner, CNO, to further discuss the concerns the letter addressed.

During my time working at Providence Alaska Medical Center, I participated in Shared Governance and learned the value of discussing work-related concerns with the hospital administration. One of my main takeaways from this experience was that issues and concerns tend to fester unless they are addressed and dealt with.

For far too long there has been a perception of “us against them,” in which administration is the enemy. My goal for our meeting was to change that. While staff and administration will never agree on everything, my hope was to open a respectful and collaborative dialogue between staff and administration, start a discussion about staff concerns, and to initiate a change in our environment that would foster respect.

To this end, our meeting was very successful. An open, honest, and respectful dialogue began and the groundwork for what I hope to be the start of collaborative change was laid.

At the end of our meeting, I presented several challenges to administration. First, administration was challenged to apply Providence’s Promise to “know me, care for me, ease my way” to staff. The only way we can effectively follow our promise to patients is to first practice it with each other. In response to this challenge, Janiece will round more throughout the units so that a conversation may be opened between administration and staff.

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Second, I challenged administration to “walk a mile in our shoes” and work a shift on the floor so that the staff’s point of view might be better understood. I received a positive response to this. In the next sixty days both Janiece and Erik Jensen, Inpatient Services Manager, will work a Med-Surg shift.

Finally, I challenged administration to change the perception surrounding them. While I challenged administration to initiate this change as our leadership, the issue is not one sided and it will take effort on everyone’s part to make a tangible change. I encourage you to proceed with an open mind and the same respect you would wish to be treated with.

In return, I received a challenge to disseminate the results of our discussion to staff. Please feel free to speak to me about the issues addressed in this letter, my meeting with Janiece, or any other concerns you may have.

Change takes time. I ask for patience from both staff and administration as we work toward creating an environment that fosters respect, where voices are heard, and where staff and administration can have a positive, collaborative relationship I have a positive outlook for the future. I hope you can too.

Sincerely,

Kelsie Peterson, RN, BS, Maternity Services
Providence Seaside Hospital

Vote YES on Measure 101 to Protect Health Care Access

Oregon voters will face a decision on whether or not to protect health care for more than 350,000 children, adults with disabilities, seniors, and low-income families in a special election Jan. 23, 2018.

Measure 101 asks voters to uphold the bipartisan Oregon Healthcare Protections Bill which the legislature passed in the 2017 legislative session. Nurses, hospitals, insurers, Democrats and Republicans all supported the bill in order to fund health care and lower premiums for more than half a million Oregonians.

Voting YES on Measure 101 means protecting health care for Oregonians who otherwise couldn’t afford care and are too often forced to go to the emergency room when they are sick. If the measure fails, thousands of our most vulnerable patients will be in jeopardy of losing their health care.

It is critical we stand together to protect Oregon families by supporting Measure 101 in the Jan. 23 special election.

If Measure 101 fails, over 350,000 Oregonians could lose their healthcare coverage.

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www.OregonRN.org/YesOnMeasure101