Sacred Heart Home Care Services Update – Feb. 8, 2024

Patient Hand Off Information

We are less than two days away from our strike at SHHCS which will begin at 10 a.m. on February 10 and end on February 24. Please take note of the following important information and resources:

**MANAGER INQUIRIES ABOUT STRIKING/PHONES/COMPUTERS**

You are NOT obligated to give your manager notice that you will strike and should not do so. Our 10-day notice provides the required notice for every ONA-represented employee.

Your manager CANNOT ask if you intend to strike. They also cannot require phone and computer drop off in a manner that assesses whether or not you will strike. If your manager asks that you drop off your phone or computer, confirm that this is a requirement.

**REQUESTS TO TRIAGE OR PRE-SELECT MISSED VISITS**

The following advice is meant to help clinicians protect their licensure as SHHCS asks clinicians to discharge or triage patients due to our impending strike. The health care needs of our patients do not change due to a strike, and we should not communicate a change to their plan of care or visit frequency next week unless it is indicated according to your clinical assessment, agency policy and protocols, professional standards, and regulatory compliance. Asking us to triage or prioritize patient visits moves liability from PeaceHealth Sacred Heart onto us and could threaten our licenses.

Advice on completing "Caseload Documents" or triaging visits for the coming weeks:
(1) If requested by your manager to complete a caseload document, you should do so to avoid charges of insubordination. Complete the form based on objective criteria only: provider orders, agency policy and protocols, professional standards, and the plan of care.
(2) Indicate to your manager that you anticipate that completing the caseload document on top of your regular work will require overtime and ask for pre-approval of overtime to do so.

(3) If your manager pushes you to triage or prioritize patient visits, inform them that you are uncomfortable doing so without a meeting with the interdisciplinary care team, management, and providers to fully assess patient needs. Do not provide guidance that could result in missed patient visits unless independently advisable per your clinical judgment.

Sample language:

Manager,
I can complete the caseload document as requested but anticipate doing so by the deadline will require overtime. I am asking for preapproval of such overtime to complete that work. I am not comfortable triaging or prioritizing patient visits as each patient requires the visit frequency indicated by provider orders and their plan of care. I request that we meet as an interdisciplinary team with management and providers if the intention is to reduce visit frequency based on the assessment you are requesting of me.