HOUSEKEEPING ITEMS

- Please enter your AUDIO PIN.
- To communicate with speakers, please use the "chat" function.
- Ask questions at any time.
- This webcast will be recorded.
- A copy of today’s slides and a link to the webcast recording will be emailed after webcast.

[Image of GoToMeeting interface with highlighted Audio PIN and Chat function]
TODAY’S OBJECTIVES

➢ How to maximize your success with implementation of the current rules for nurse staffing
  • Clarification from the Oregon Health Authority
  • Learn from each other
  • Know your resources
TODAY’S SPEAKERS

Samaritan Albany General Hospital
- Crystal Smith, Nurse Manager & Staffing Committee Co-Chair

Oregon Health Authority Public Health Division
- Dana Selover, MD, MPH-HC-HDRQI Section Manager
- Annabelle Henry, JD, MBA-HFLC Program Manager
- Anna Davis, JD-Nurse Staffing Policy Analyst
TODAY’S AGENDA

• Nurse staffing survey experience to date
  o Hospital comments
  o OHA comments

• Review of OHA survey/tools
  o Survey prep: updated tools available
  o How to complete a Plan of Correction

• Waivers
  o OHA waiver applications to date
  o Key elements to include in a waiver application

• FAQs
  o Themes of OHA FAQ document
  o Continuing questions
Hospital experience

• Samaritan Albany General Hospital
  • First hospital surveyed under the new rules
  • Three day survey: April 19-21, 2017
  • As HNSC Co-Chair, was involved in the entire survey
OVERALL......

- Surveyors very easy to work with
- Challenging to gauge when to have staff available for interview with surveyors
- We prepared binders of the requested information for the first day of the survey
- Exit survey was completed by phone since we ran out of time
- We expected some positive feedback, although none given
HOSPITAL NURSE STAFFING SURVEY

Overall:

- We made assumptions that our process was clear & reliable
- Lack of specific documentation made it challenging for surveyors to connect the dots
  - Staffing committee
    - Member roles missing
    - Meeting minutes lacked
      » Motions made by whom, both first & second
      » If no opposition to motion was made
      » Note: We now use a minutes template
Lack of specific documentation made it challenging for surveyors to connect the dots

- Staffing Plans
  - Lacked specific verbiage
    - One plan referenced a checklist, although we had no physical checklist
THANK YOU

Crystal Smith, RN
Nurse Manager
Samaritan Albany General Hospital
541-812-4974
crystsmith@samhealth.org
OHA’s Nurse Staffing Surveys

• **Surveys have started**
  
  o OHA expects to do 22 standard surveys in 2017.
  
  o OHA receives 3 – 10 nurse staffing complaints each year.
  
  o First survey conducted in April. First survey report due in June.

• **What we already know**
  
  o We rely on hospitals to provide correct, up-to-date contact information for both Hospital Nurse Staffing Committee Cochairs, so we can provide required advance notice. Cochair Change form is available at: [www.healthoregon.org/nursestaffing](http://www.healthoregon.org/nursestaffing)
  
  o Surveyors are using the survey tools. Revisions to improve tool functionality and survey flow ongoing.
OHA’s Nurse Staffing Survey Tools

• Surveys focus on compliance with nurse staffing laws and administrative rules.

• Specific topics covered in a standard survey are:
  o Hospital Nurse Staffing Plans
    ▪ Plan Implementation
    ▪ Plan Components
  o Replacement Staffing Requirements
  o Posting Requirements
  o Hospital Nurse Staffing Committee (HNSC) Requirements
  o Overtime Limitations

• A complaint investigation may focus on one or more of these topics and may use some of the same tools
OHA’s Nurse Staffing Survey Tools

- Survey tools available at www.healthoregon.org/nursestaffing

- Sample tool kit includes:
  - Most recent tools
  - 3-business day notice sent to hospitals and cochairs receive
  - Nurse Staffing Entry List

- Initial use of tools successful. Sequencing and additional revisions in progress.
April 5, 2017

SENT VIA EMAIL AND REGULAR MAIL

Dr. William Worrall Mayo
Hospital Administrator
Healthytown Hospital
1234 Healthy Way
Wellness, Oregon 97777

Edith Cavalli
Nurse Staffing Committee Co-chair
Healthytown Hospital
1234 Healthy Way
Wellness, Oregon 97777

Leah Higbee
Nurse Staffing Committee Co-chair
Healthytown Hospital
1234 Healthy Way
Wellness, Oregon 97777

RE: Nurse Staffing Survey Notice

Dear Dr. Mayo, Ms. Cavalli, and Ms. Higbee,

Beginning on April 10, 2017 our office will begin a nurse staffing survey at Healthytown Hospital in accordance with the requirements of Oregon Administrative Rule 333-501-0035.

When surveyors arrive at the hospital, they will identify themselves and meet with the hospital administration to describe the survey process and request documents. A full needs list will be provided at that meeting. Please prepare for this meeting by gathering the documents in the attached list and provide the listed documents when surveyors arrive at the hospital.

During their time on site, surveyors will need to interview the hospital nurse staffing committee co-chairs Ms. Cavalli and Ms. Higbee. The survey will also include a review of relevant records and interviews of any other person(s) surveyors deem necessary to determine compliance. Further information about the nurse staffing survey process and sample survey tools are available at www.healthoregon.org/nursестaffing.

If you have questions or concerns about the logistics of the survey, you may contact our office at (971) 673-0540.

Sincerely,

Lisa Finkle
Nurse Staffing Advisory Board Specialist

If you need this information in an alternate format, please call our office at (971) 673-0540 or TTY 711.
## Nurse Staffing Entry List

Provide these items when surveyors arrive at the hospital.

<table>
<thead>
<tr>
<th>Item</th>
<th>Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. List of all hospital services with an asterisk by each service that has a nurse staffing plan in effect.</td>
<td></td>
</tr>
<tr>
<td>2. Current campus map.</td>
<td></td>
</tr>
<tr>
<td>3. List of hospital patient care areas, inpatient and outpatient units, including satellite locations, where nursing services are provided. For each unit include:</td>
<td></td>
</tr>
<tr>
<td>- the scope of service</td>
<td></td>
</tr>
<tr>
<td>- the number of beds and number of patient treatment areas</td>
<td></td>
</tr>
<tr>
<td>- shift hours</td>
<td></td>
</tr>
<tr>
<td>- any hospital-wide nurse staffing plans used this year and last year</td>
<td></td>
</tr>
<tr>
<td>- any unit nurse staffing plans used this year and last year</td>
<td></td>
</tr>
<tr>
<td>- the contact information for the nurse manager</td>
<td></td>
</tr>
<tr>
<td>4. List of all key administrative and management staff, including titles</td>
<td></td>
</tr>
<tr>
<td>5. All policies and procedures related to hospital nurse staffing services.</td>
<td></td>
</tr>
<tr>
<td>6. A copy of any policy regarding nurse education and training hours.</td>
<td></td>
</tr>
<tr>
<td>7. A copy of the hospital policy regarding mandatory overtime.</td>
<td></td>
</tr>
<tr>
<td>8. The hospital’s policy regarding the process for evaluating an initiating limitations on admission or diversion of patients to another hospital.</td>
<td></td>
</tr>
</tbody>
</table>
OHA’s Nurse Staffing Survey Tools Changes

- Staffing Data Review – Now set up for one sheet per unit
- Maximum Hour Review – Reformatted to capture information in updated overtime rule
- General changes in tools
Survey Tools: Maximum Hour Review

## Hospital Nurse Staffing Maximum Hour Review

<table>
<thead>
<tr>
<th>Facility</th>
<th>Date</th>
<th>Surveyor #</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unit</strong></td>
<td><strong>Block Reviewed:</strong></td>
<td></td>
</tr>
<tr>
<td>Nurse Staff Member (NSM) name (from Personnel Survey Tool)</td>
<td>Did the NSM work longer than any agreed-upon and prearranged shift?</td>
<td>If yes, did the hospital document whether additional hours were voluntary?</td>
</tr>
<tr>
<td></td>
<td>☐ Yes ☐ No</td>
<td>☐ Yes ☐ No</td>
</tr>
<tr>
<td></td>
<td>☐ Yes ☐ No</td>
<td>☐ Yes ☐ No</td>
</tr>
<tr>
<td></td>
<td>☐ Yes ☐ No</td>
<td>☐ Yes ☐ No</td>
</tr>
<tr>
<td></td>
<td>☐ Yes ☐ No</td>
<td>☐ Yes ☐ No</td>
</tr>
<tr>
<td></td>
<td>☐ Yes ☐ No</td>
<td>☐ Yes ☐ No</td>
</tr>
<tr>
<td></td>
<td>☐ Yes ☐ No</td>
<td>☐ Yes ☐ No</td>
</tr>
</tbody>
</table>

**Deficiencies**

Revised 04.05.2017
Nurse Staffing Survey Reports and Complaint Investigation Reports: Plan of Correction Guidance

- Handed out by surveyors at on-site surveys and available at [www.healthoregon.org/nursestaffing](http://www.healthoregon.org/nursestaffing)

- Describes report structure, process, and timelines

- Describes Plan of Correction timelines and tips

- Provides long- and short-term preparation ideas for hospitals and HNSCs
Nurse Staffing Survey Reports and Complaint Investigation Reports: Plan of Correction Guidance

The purpose of this memo is to address Health Facility Licensing & Certification ("Agency") reports and the hospitals’ Plans of Correction as described in Oregon Administrative Rules (OAR) 333-501-0035 and 333-510-0040. Topics covered include:

What happens after a survey or complaint investigation?

Plan of Correction tips; and

How hospitals can prepare for surveys.

What happens after a survey or complaint investigation?

The report is sent by the agency to the hospital. A report contains one or more Citations. Each Citation consists of the legal standard and findings of fact that support a determination that the hospital did not meet the legal standard. Failure to meet a legal standard is a deficiency which is summarized in the Deficient Practice Statement within a Citation.

- The report is sent within 30 business days after the survey closes;
- The report is sent to the hospital administrator and both co-chairs of the hospital nurse staffing committee; and
- The report includes a cover letter which gives directions for the response.

Revised 03/06/2017
Nurse Staffing Waiver

- Current standard requires applicant to demonstrate that waiver is necessary to ensure hospital is staffed to meet the health care needs of its patients

- OHA contacts the hospital if a waiver request does not provide enough information to make a determination

- OHA has received approximately 26 waiver requests

- 23 of the 26 of waiver requests for minimum numbers of nursing staff members

- Most for specific procedural units (eg OR, Endoscopy, Cath Lab, etc.)

- If granted, waivers will be valid for one year
Nurse Staffing Waivers

• New waiver request form coming soon.

• New request form instructions will suggest hospitals include the following information in a waiver request:
  o Specific days and times when waiver will govern unit staffing
  o Description of training, experience, and BLS certification status of techs
  o Explanation of why waiver is necessary for patient care needs
  o Date HNSC was informed of waiver request
  o Description of what happens if more than one patient is in the unit when unit is using staffing minimums specified in waiver
  o Applicable professional standards that support waiver
Nurse Staffing FAQ

• FAQ now available at www.healthoregon.org/nursestaffing
• FAQ provide general guidance
• Answers are Yes, No, or Maybe and include an explanation
• FAQ Covers:
  o HNSCs
  o Nurse Staffing Plans
  o Overtime
  o Replacement Staffing
  o Complaints and Surveys
  o General Questions
Nurse Staffing FAQ

• Hot topics in the FAQ that we’re still getting questions about:
  o Who is covered by nurse staffing regulations: RNs, LPNs & CNAs
  o Whether specific units need Nurse Staffing Plans
  o Matrices and grids
  o Units with standard shifts longer than 12 hours
  o On-call shifts and time worked
  o 10-hour rest period
**Nurse Staffing Information:**  [www.healthoregon.org/nursestaffing](http://www.healthoregon.org/nursestaffing)

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anna Davis, JD</td>
<td>Nurse Staffing Policy Analyst</td>
<td><a href="mailto:anna.l.davis@state.or.us">anna.l.davis@state.or.us</a></td>
<td>(971) 673-2950</td>
</tr>
<tr>
<td>Lisa Finkle</td>
<td>Nurse Staffing Advisory Board Specialist</td>
<td><a href="mailto:lisa.k.finkle@state.or.us">lisa.k.finkle@state.or.us</a></td>
<td>971-673-2755</td>
</tr>
</tbody>
</table>

**Additional Resources:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dana Selover, MD, MPH</td>
<td>Section Manager</td>
<td><a href="mailto:dana.s.selover@state.or.us">dana.s.selover@state.or.us</a></td>
<td>(971) 673-0540</td>
</tr>
<tr>
<td>Annabelle Henry, JD, MBA</td>
<td>Program Manager</td>
<td><a href="mailto:annabelle.d.henry@state.or.us">annabelle.d.henry@state.or.us</a></td>
<td>(971) 673-0540</td>
</tr>
</tbody>
</table>

**HFLC Information:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Inquiries</td>
<td></td>
<td><a href="mailto:mailbox.hclc@state.or.us">mailbox.hclc@state.or.us</a></td>
<td>(971) 673-0540</td>
</tr>
</tbody>
</table>
RESOURCES FOR YOU

- Oregon Health Authority
  - [https://public.health.oregon.gov/ProviderPartnerResources/HealthcareProvidersFacilities/HealthcareHealthCareRegulationQualityImprovement/Pages/nursestaffing.aspx](https://public.health.oregon.gov/ProviderPartnerResources/HealthcareProvidersFacilities/HealthcareHealthCareRegulationQualityImprovement/Pages/nursestaffing.aspx)

- Oregon Nurse Staffing Collaborative
  - [http://www.oahhs.org/onsc](http://www.oahhs.org/onsc)
QUESTIONS?
THANK YOU

Andi Easton
Associate Vice President of Government Affairs & Advocacy
Office: 503-479-6007
Cell: 503-559-1059
aeaston@oahhs.org

Diane Waldo
Quality Consultant
Cell: 503-333-8577
Diane.Waldo@oahhs.org

Oregon Association of Hospitals and Health Systems
www.oahhs.org