Oregon Health Authority
Lessons Learned & Next Steps

Anna Davis – Survey & Certification Manager
Nurse Staffing 2015 - Present

- July 2015 – SB 469 signed by the Governor updating Oregon’s nurse staffing law
- July 2016 - New administrative rules took effect
- May 2016, August 2016, January 2017 & June 2018 – OHA hosted webinars providing information about the statute, the rules, the survey tools & POCs
- January 2017 – OHA posted the survey tools online
- April 2017 – OHA began on-site full surveys under the new rules
- October 2018 – Survey reports first posted on OHA’s website
- March 2018 – OHA began hosting Plan of Correction (POC) Conference Calls
- May 2018 – Approved POCs first posted on OHA’s website
Nurse Staffing 2018 Year in Review

- Full on-site Nurse Staffing surveys:
  - 22* in 2017
  - 22 in 2018
  - 8 in 2019
- 19 full surveys from 2017 have approved POCs
- 6 surveys from 2018 have approved POCs.
- 22 revisits are in process
Nurse Staffing Postings and Record-Keeping

- Complaint notices had 45% citation rate for all hospitals surveyed; (compared to 71% of hospitals surveyed in 2017)
- Anti-retaliation notices had 23% citation rate for all hospitals surveyed; (compared to 86% of hospitals surveyed in 2017) and
- Record-keeping, had 100% citation rate for all hospitals surveyed (compared to 90% of hospitals surveyed in 2017.)
Nurse Staffing Committee Requirements

Facilities Cited Per Tag

Tag # 2017 2018
606 5% 0%
608 24% 36%
610 10% 5%
612 91% 86%
614 32% 19%
616 24% 19%
618 10% 10%
620 100% 100%
622 77% 76%
624 33% 27%
626 33% 27%

606 Requirements
608 Meeting Frequency
610 Meeting Release
612 Composition
614 Non-RN Member
616 Member Selection
618 Co-chairs
620 Charter
622 Meeting conduct
624 Minutes
626 Minutes Approval and Availability
Nurse Staffing Plan

Units Cited Per Tag

Tag #
628 630 632 634 636 638 640 642 644 646

100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%

628 Approved NSP
630 Qualifications and Competencies
632 ADT
634 Total Diagnoses
636 Nationally Recognized Evidence-Based Standards and Guidelines
638 Patient Acuity and Nursing Care Intensity
640 Minimum Numbers on Specified Shifts
642 Minimum In the Unit
644 Process for Evaluating and Initiating Limitation on Admission or Diversion
646 Tasks Not Related to Providing Direct Care
Nurse Staffing Plan Annual Review Requirement

- Citations for tags 652, 654 and 656 were not generally surveyed in 2017.
- 2018 surveys found significant variation between hospitals and between units in compliance.
  - Tag 652: Review of NSP at least once per year **23%**
  - Tag 654: Factors to be considered by HNSC **55%**
  - Tag 656: HNSC to issue a report to the hospital indicating that the staffing plan ensures adequate nursing staff to meet the health care needs of patients **45%**
Nurse Staffing Plan Annual Review and Replacement Nurse Staffing Requirements

Facilities Cited Per Tag

- 652 Plan Review Requirements
- 654 Plan Review Factors
- 656 Plan Review Report
- 658 Replacement Nurse Staffing
- 660 Replacement Nurse Staffing Efforts

N=22 for each year

HEALTH CARE REGULATION AND QUALITY IMPROVEMENT
Public Health Division
Nurse Staffing Member Overtime

Facilities Cited Per Tag

665 Nurse Staffing Member Overtime
670 Nursing Staff Member Overtime Policy

2017
2018
N=22 for each year
Nurse Staffing Plans of Correction Approvals

![Graph showing the total number of approved POCs and surveys from January 2018 to February 2019. The graph demonstrates an upward trend in both categories with a noticeable increase in the later months.]
Nurse Staffing Lessons Learned

• Citations and surveys fall in 4 categories:
  • Postings and recordkeeping
  • Nurse staffing committee organization and operations
  • Nurse staffing plan requirements
  • Overtime

• Citation rates fluctuate by year

• Citation rates reflect
  • New requirements; and
  • Increased survey frequency
Nurse Staffing Lessons Learned

• Plans of Correction
  • Require a team effort by facilities including CNOs and HNSC members

• Plan of Correction Conference Calls
  • Hospital teams can receive individualized feedback; and
  • Ask questions during the Plan of Correction Process

• Plans of Correction online
  • Provide opportunities to see how other hospitals addressed similar compliance issues
Nurse Staffing Moving Forward

• Revisits
  • Timeline
  • Process

• Second cycle of surveys beginning in 2020
  • Compliance expectations
  • Possible changes in survey processes

• NSAB activities
  • Evaluating successes and opportunities
  • Providing recommendations regarding compliance expectations and survey processes
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