ACTION PLAN TO DEAL WITH WORKLOAD ISSUES

WORKLOAD ISSUE ARISES

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Staff on Unit attempt to solve problem. → **RESOLVED**

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UNABLE TO RESOLVE

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NOTIFY NURSE MANAGER/DELEGATE/SUPERVISOR

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- Request assistance from nurse manager/delegate/supervisor
- Request supervisor look for staff, call other staff from other units
- Possible blocking, closure of beds temporarily until crisis resolves
- Cancel OR's?
- Other measures.

→ **RESOLVED**

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WORKLOAD CONCERN UNRESOLVED

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FILL OUT NOTICE OF IMPROPER WORK ASSIGNMENT
(This needs to include recommendations you believe could resolve issue.)

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ORIGINAL WHITE COPY ONLY TO NURSE MANAGER

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Nurse Manager

- **Investigates complaint with staff members within 5 calendar days**
- **Explore circumstances, future problem solving measures**
- **Copies of the written responses are provided to the complainants and the Executive contact**

→

3 COPIES TO YOUR EXECUTIVE CONTACT A.S.A.P.
(RN to retain green copy)

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Executive Member

- **Reviews response with member.**
- **Follow up with manager if O/S issue.**
- **Forward completed response to President for review at HAC**

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Hospital Association Committee will review complaints and outcomes → **RESOLVED**

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? Independent Assessment Committee

5/21/2013