



# Staffing Update

February 8, 2012

## Is this the way to increase Patient Satisfaction?

We are concerned — but not surprised — about the hospital's low patient satisfaction scores. We only need to look at hospital staffing to know how the hospital could do better.

At our January Staffing Issues Meeting, committee members, Sandy Gill, an RN in Med-Surg, and Susan Farrell in Outpatient Surgery, again proposed that the hospital staff for admits and, during the flu season, staff with extra RNs in the event that we are out sick with the flu. Under Title 22 it says, "The hospital shall plan for routine fluctuations in patient census." During the flu season, there are invariably nurses out sick and

an increase in the number of patients. During these times, we feel it would be in the hospital's and patients' best interests to schedule extra nurses. At the very least, the hospital should provide additional CNAs during those periods where staffing does not comply with the West Hills Hospital staffing acuity grid and Title 22.

We also proposed that when the old ICU is open, there be three RNs assigned there. This would allow an RN to leave the unit to pick up blood and medications, assist another nurse with patient care, and ensure that the monitors are being

watched at all times. As it is now, there's no back-up when one nurse has to leave the unit. We also proposed that ICU have a resource nurse so that there is coverage in the event of a rapid response call or to provide relief for rest and meal periods, etc. The hospital had little to say except that staffing would be better if employees did not use so much sick leave. **Achoo!** ... Bless you.

During the last few months, RNs have been actively filing Assignment Despite Objection Forms. Below is a brief overview of some of the forms our Union received since January 20.

<u>Date</u>	<u>Unit</u>	<u>Major Concern</u>
Jan. 20	ICU	Staffing out of ratio
Jan. 20	6W	Poor staffing, etc. in Remote Telemetry
Jan. 25	6W	Poor staffing, etc. in Remote Telemetry
Jan. 28	COU	Insufficient staff for safe patient care
Jan. 29	DOU, COU, Med-Surg	Charge RN had patients
Jan. 30	DOU, COU	Charge RN also acting as Unit Secretary Charge RN had patients
Jan. 30	6W	Poor staffing, etc. in Remote Telemetry
Jan. 31	6W	Poor staffing, etc. in Remote Telemetry
Feb. 1	DOU	Charge RN assigned as MT
Feb. 1	COU	Charge had patients
Feb. 1	Burn	Insufficient staff for safe patient care
Feb. 4	COU	No CNAs
Feb. 4	DOU	Charge had patients; no CNAs
Feb. 4	Med-Surg	Charge had patients
Feb. 5	COU	No charge RN and CNAs needed
Feb. 5	Med-Surg	No CNAs



**Let's Improve Patient Satisfaction!  
Let's Improve Staffing!**

Continue to fill out ADO forms and fax to Union Representative Judith Serlin at (818) 760-8039.