

# Effectively improve workload issues

Going to an Independent Assessment Committee (IAC) gets results!



Quality of workload report forms is important (comments must be substantive)

Members start completing forms → Professional Practice involvement → Advancement to IAC → IAC Hearing

ONA has recently had major successes with three IACs.

## Guelph General Hospital – Special Care Nursery

67 Forms submitted

Quality evidence identifying:

- gaps in patient care
- negative patient outcomes
- escalating aggression from patients and families
- poor and inadequate orientation
- poor morale among staff

## St. Mary's General Hospital – Emergency Department

220 Forms submitted

Quality evidence identifying:

- inadequate baseline RN staffing to manage patient volumes and acuity
- insufficient training and mentorship supports
- gaps in patient care
- challenges to meet infection control measures
- toxic workplace

## Southlake Regional Health Centre – Medical Assessment and Consultation Unit

114 Forms submitted

Quality evidence identifying:

- high volumes of patients requiring infection control precautions
- patients exhibiting violent behavior
- lack of education, orientation, leadership, and communication
- lack of support staff

31 IAC Recommendations

Key areas included:

- the addition of a resource nurse (1,950 RN hours annually)
- implementation of an acuity tool
- improved education, professional development, and orientation/mentorship, equipment

79 IAC Recommendations

Key areas included:

- an increase of 5 RNs (21,900 RN hours annually)
- enhanced orientation and mentorship supports
- improved skill mix requirements
- improved security supports

157 IAC Recommendations

Key areas included:

- increased RN staffing (27,740 hours annually)
- RN/RPN ratios of 60/40
- nurse to patient ratios of 1:4 on days and 1:5 on nights
- a dedicated clinical educator for 24 months
- a 24-hour charge RN with no patient assignment

In all 3 IACs, key recommendations address:

- ✓ Staffing/skill mix
- ✓ Professional Development
- ✓ Violence Prevention
- ✓ Leadership
- ✓ Morale
- ✓ Infection Control
- ✓ Medication Practices
- ✓ Housekeeping
- ✓ Processes, Policies and Procedures

## Next Steps

Currently in all 3 IACs, the Employers are working collaboratively with ONA to implement the recommendations and positive steps forward are being taken.