

JOINT MEMO



To: All NBA members; all managers

From: Strategic Nurse Staffing Committee

Date: March 9, 2020

Subject: Committee meeting update

The Fraser Health Authority (FHA) Strategic Nurse Staffing Committee (SNSC) met on February 6, 2020. The following representatives and guests attended the meeting:

BCNU

- Sandra Goldstone Coordinator, Servicing
- Cory Mizuyabu Coordinator, Servicing
- Wendy Gibbs Regional Co-Chair, Simon Fraser

FHA

- Ken Casorso Executive Director, HR Consulting & Staffing Services
- Kathy Scarborough Director, Professional Practice
- Tammy MacDonald Leader, People Strategies

Guests

- Jacqueline Per ED, Patient Experience & CNO, FHA
- Julie Fraser Director, Professional Practice/Regulatory Practice, FHA
- Tarya Morel Research/Health Policy Officer, BCNU
- Ann Chisholm Consultant, BCNU
- Deb Charrois Coordinator, Professional Practice, BCNU

Patient Care Needs Assessment

The committee thoroughly discussed the implementation of the Patient Care Needs Assessment (PCNA) and continued efforts to address nurse staffing levels within Fraser Health.

Fraser Health has implemented the PCNA across all inpatient clinical units and firmed up processes to manage workload in community teams. Frontline staff, working group members, and managers have participated in the development of the tools.

A readiness survey for staff was intended to help inform next steps and strengthen the process. Survey responses will be utilized to help ensure nurses can meet daily patient care needs.

The committee was pleased to hear from PCNA users in Abbotsford and Surrey. A manager and nursing supervisor from each site shared their successes and learnings with the PCNA on their units. They reported the process helped form a framework for decision making on short-term staffing issues such as last-minute baseline replacement or workload.

A demonstration was given of how the nurse-in-charge or supervisor can use the new web portal to record decisions made through the PCNA, and to apply for the Working Short Premium. This tool is set to go live immediately across units using the PCNA.

Casual Survey

The committee reviewed results from the survey sent to over 3,500 casual nursing staff. There was an impressive response rate of nearly 900 respondents who indicated how they can be encouraged to pick-up additional work or accept a regular position. Themes emerged in the responses: a desire for more scheduling flexibility and part-time roles. Survey feedback will be used to support increased staffing and to reduce frequency of working short.

Creative Staffing Strategies

The committee discussed opportunities and processes to reduce time-to-hire and support new staffing strategies created in the current collective agreement.

DID YOU KNOW?

One of the SNSC's shared objectives is to review and respond to nurse staffing concerns across Fraser Health. Here are some actions taken to improve staffing:

- Langley Memorial Hospital ER: local discussions continue, including both Employer and union representatives, to support flow and staffing challenges.
- Abbotsford ER: focused work continues to support the ER in developing schedules to attract and retain nurses to fill vacancies.
- Work is underway to increase relief positions available particularly in medicine and surgical units to support nursing units to maintain baseline staffing levels.
- New processes have been approved to post regular positions on units that experience high volumes of temporary leaves, such as maternity or long-term medical, to increase recruitment and backfill success.

The next SNSC meeting is **June 4, 2020**.

Committee members:

Sandra Goldstone	Coordinator, Servicing, BCNU
Cory Mizuyabu	Coordinator, Servicing, BCNU
Wendy Gibbs	Regional Co-Chair, Simon Fraser, BCNU
Monica Nicol	Executive Director, People Strategies, FHA
Cathy Nelson	Director, Human Resource Consulting, FHA
Kathy Scarborough	Director, Professional Practice, FHA

If you have any questions, please contact your HR advisor or BCNU steward.