

ACTION PLAN TO DEAL WITH WORKLOAD ISSUES

Staff on unit discuss workload issues on unit

unable to resolve

Notify Charge Nurse, Manager, Supervisor on call

Suggest Possible steps to resolve the issue

1. assistance from Nurse Manager/Supervisor
2. Request supervisor look for staff, call other staff from other departments
3. possible blocking admissions, closing beds temporarily until crisis resolves
4. possible staff alert
5. Call additional staff in

Workload issue remains unresolved

Notify Manager/Supervisor improper workload reporting form will be completed.
Include recommendations suggested to resolve the workload issue

Original white copy to the Nurse Manager-or
copy to Manager

Copy to Union Representative

Nurse Manager responsible to contact staff
and discuss the issues and explore future
problem solving measures
- copies of the written response to the
complainants and the Union Rep

Union Representative will review responses
- follow up with Manager
- discuss at Hospital Association Committee
meeting

Hospital association committee will review complaints- discuss resolutions, plans to prevent
future issues

If unresolved refer to Independent Assessment Committee