

2020 STAFFING COMMITTEE SUMMARY REPORT

MountainView Hospital

3100 N. Tenaya Way Las Vegas, NV 89128 (702)962-5000

Staffing Committee Established: Yes

Committee Compositions:

Staff Participants		
Renard Beavers PCT, ED/Critical Care	Amparo Nevarez RN, ICU/Critical Care	Sarah Chelberg RN, MedSurg
Shannon O'Brian PCT, MedSurg	Melissa Henning PCT, Women's Services	Kristina Willis RN, Women's Services
Maria Benjiman PCT, PACU	Sharean Oxley RN, PACU	
Leadership Participants		
Marija Markovic Dir, Oncology	Kathy Podersek Dir, Women's Services	Elaine Welsh Dir, Critical Care Services
Jannine Romeo Mgr, 5C	Amy Kunz Mgr, ED	Sandie Moreland Lead Supervisor
Becky Bradley Dir, Rehab	Michelle Bookout CNO, Admin	

Committee Meeting Frequency: The staffing committee meets quarterly and determines future meeting dates during initial meeting after elections. September's meeting was deferred due to COVID crisis.

Committee Activities:

- Discussed mission, vision and values of organization. Discussing mission moments of how staff are making a difference in the lives of the patients we serve.
- Discussed and considered the number of refusals and objections to work assignments, reviewing why and examining possible trends.
- Reviewed and discussed Patient Experience particularly related to ED holds and overflow. Weekly Care Experience meetings established to work on strategies for improvement.
- Discussed the growth of the organization including: 18-bed Rehab expansion (10/20), 3 Center C-Pod IMC overflow, 2021 ED expansion and 64-bed tower and additional overflow staffing support within our Emergency Department.
- Discussed department specific Provisions of Care and staffing of the units to include RN's and CNA's. Topics of discussion included:

- Staffing to support chemotherapy administration in the Oncology department and Critical Care areas
- Non-titrating Cardiac drips on 4 South
- Epidural PCA's on 4 North
- NATE tool for 1:1 ICU criteria
- Discussed the SBAR handoff process between the ED and overflow areas; expanded to all MedSurg and Telemetry Q4 2020.
- Discussed the onboarding of new graduates through the StaRN program and the StaRN plus program. Both programs bring a high level of training to the RN's selected for the programs.
- Updated the Committee on open positions, hiring efforts and contract labor requests.

Committee Efficacy

The state staffing committee at MountainView Hospital has a lot to be proud of. In the first quarter we notified all RN's and CNA's of the upcoming elections and purpose of the committee. We provided a week for elections that were held on a web-based platform making it easy for staff to make their selections. The Nominee Consent to Serve states, *"We believe that those who are closest to patient care are the best participants in how to improve health care outcomes and the practice environment. The staffing committee's purpose is to collaborate and promote a safe and healing environment for patients, staff and families;"* setting the platform for commitment and participation.

The first round of elections was a success with members represented throughout the defined nursing units including: Critical Care (ED/IMC/ICU), Women's and Children's Services (L&D/Ante-Partum/NICU/post-Partum), Medical Surgical (MedSurg/Telemetry/ Rehab/DOU), and Surgical Services (PPCU/PACU/OR/Endo/Cath Lab/Infusion). The representatives were active participants who gave a voice to topics such as staffing reviews, ideas in alignment with programmatic goals, care experience, communication, teamwork and staff engagement. Our first meeting was held during the first quarter.

All meetings began with a mission moment that demonstrated how staff are making a difference with the patients we serve. Mission moments included feedback from patients via Press Ganey, Nurse Leader Rounding and reports from co-workers. The Committee members appreciated the mission moments particularly during these challenging times as they support our ongoing efforts to provide high quality compassionate care. An example is listed below:

- Due to the pandemic, visitation restrictions have impacted the ability of staff to communicate with family members and loved ones. To assist with this challenge, we deployed iPads with secure settings and dedicated times to call family keeping them informed.

At each meeting, the staffing committee reviewed all refusals and objections to work assignments following our hospital policy. The review consisted of a detailed review of the assignment, the concerns from the staff member and potential solutions. Trends were also considered to focus on a particular area or role. Below is a summary:


- Due to the growth of our facility and increased ED overflow volume due to COVID, a robust MedSurg float pool was established.

- A dedicated Manager and permanent Charge Nurses were hired to ensure the In-Patient level of care was provided.
- During the pandemic, we have seen an increase in the number of Rapid Response Alerts called. To reduce the number of Critical Care Charge nurses being pulled from the oversight of their units, a separate cost center and pool of Rapid Response Nurses was created.
- NICU Nurses are supporting the Transition Nurse Role. There was limited training to support expansion of this role of Labor & Delivery and Post-Partum. A Transition Nurse Role subgroup was created to define the duties and qualifications of the nurse in the role. In addition to a comprehensive plan for education and future scheduling.

Finally, to receive an overall understanding of the staffing objective, the minutes of the NNOC staffing committee were added as a standing agenda item. This discussion provided cohesiveness to the staffing topics and helped to bridge the gap in understanding the correlation of staffing challenges and successes.

Signature of Responsible Party(s):

Jannine Romeo		12/16/2020
Print Name (Management)	Signature	Date

Sharean Oxley		12/16/2020
Print Name (Bedside Staff RN/PCT)	Signature	Date