

Joint Nursing Advisory Process

Steps in the Problem Solving Process

STEP 1: LOW LEVEL RESOLUTION

56.03 *Where an individual Employee or group of Employees have cause to believe that she or they are being asked to perform more work than is consistent with proper client care, or to perform work in violation of her professional responsibilities, she shall first discuss concerns with co-workers/team and In-Charge nurse on the unit, as provided in Joint Nursing Advisory Process Algorithm Chart (Appendix B).*

WHAT DOES THIS MEAN??

Low level resolution is intended to provide registered nurses with the ability to address concerns impacting patient safety and nursing practice in real-time.

Working with members of the nursing team and In-Charge Nurse available at the time of the incident, you and your colleagues have the ability to determine reasonable solutions to meet patient needs.

If discussions at Step 1 do not result in effective resolution of the incident, proceed to Step 2.

STEP 2: NOTIFICATION OF MANAGER OR DESIGNATE

IF THE ISSUE IS NOT RESOLVED:

The registered nurse notifies the Manager or On-Call Manager/designate of the situation for further discussion and timely resolution. Resolution may include attempting to find more staff subject to criteria as per Article 9.03.

9.03 *If additional staff are necessary and no registered nurse management personnel are available, the registered nurse designated in charge shall have the authority to call such additional staff subject to criteria established by the Employer in consultation with the registered nurses in the work Unit. In the event the Employer has not established criteria, the registered nurse shall have the authority to call additional staff that in her professional opinion are necessary.*

WHAT DOES THIS MEAN??

Step 2 provides an additional opportunity to resolve issues in real-time. Registered nurses are required to discuss the issue with their Manager/designate either in person or via telephone conversation in an attempt to find a quick and effective resolution.

If, after the discussion, the issue is **still unresolved or only partially resolved, a WSR should be filed**. At this time, advise the Manager/designate that a WSR will be filed.

If you are **not able to communicate directly to a Manager/designate**, a voice mail is left or an email will be sent identifying the issue, steps taken, and that **a WSR will be filed**.

STEP 3: WSR REPORT COMPLETED

The WSR gets filed with the SUN Local and the Manager/designate. The SUN Local provides a copy to the Union.

WHEN FILLING OUT A WSR....

- Complete all applicable sections; provide additional detail when/where applicable.
- Don't forget to provide solutions to avoid the issue recurring in the future. (This piece is required.)
- Don't forget to sign the form!
- It is the Member's responsibility to provide the Manager/designate with a photocopy or emailed copy of the WSR.
- Don't forget to keep a copy of the completed form for your records.

STEP 4: MANAGER TO FOLLOW UP WITHIN 96 HOURS OF NOTICE

56.04 It is the Employer's responsibility to follow up within 96 hours of notice. If not resolved, the WSR will be discussed at the Joint Nursing Advisory Committee meeting with the Employer.

