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 Health Care Regulation and Quality Improvement Section
 Health Facility Licensing and Certification Program
 Tina Kotek, Governor



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Nurse Staffing Advisory Board – Quarterly Meeting Agenda

Presiding Co-Chair: Mariah Hayes

Date: April 17th, 2024
 Time: 1:00 PM – 5:00 PM
 Location: Portland State Office Building
 800 NE Oregon St, Room 177
 Portland, OR 97232

Those unable to attend in-person are encouraged to join remotely via Zoom. To receive meeting login information, please register for the meeting here:

<https://www.zoomgov.com/meeting/register/vJltcOiqri0vHn28KXtWV1UMV7nexKqR-M0>

The time and order of agenda items are subject to change at the discretion of the Board Co-Chairs

Time	Agenda Item	Materials Provided	Presenter
1:00 PM	Item 1 – Call to Order		Mariah Hayes
1:00 PM – 1:05 PM	Item 2 – Minutes <ul style="list-style-type: none"> Vote to approve minutes 	<ul style="list-style-type: none"> January 2024 meeting minutes 	Mariah Hayes

<p>1:05 PM – 1:20 PM</p>	<p>Item 3 – Membership & meeting updates</p> <ul style="list-style-type: none"> • Board member introductions and icebreaker • Discuss availability for in-person meetings: July 31 and October 30 • Workday training prompts 		<p>Mariah Hayes & Kimberly Voelker</p>
<p>1:20 PM – 1:30 PM</p>	<p>Item 4 – Rulemaking Updates</p> <ul style="list-style-type: none"> • OHA provides update on hospital staffing rulemaking and public comment period 		<p>Mariah Hayes & Dana Selover</p>
<p>1:30 PM – 2:00 PM</p>	<p>Item 5 – Status Update Consent Agenda</p>	<ul style="list-style-type: none"> • Complaint dashboard • Hospital Staffing Complaint Process Snapshot • Staffing investigation table • 2023 Year in Review 	<p>Mariah Hayes</p>
<p>2:00 PM – 2:20 PM</p>	<p>Item 6 – HB 2697 Implementation Updates</p> <p>Board members will receive updates from OHA and provide feedback HB 2697 implementation:</p> <ul style="list-style-type: none"> • Hospital Staffing Webinar 		<p>Mariah Hayes, Kimberly Voelker, and Anna Davis</p>

Nurse Staffing Advisory Board
Quarterly Meeting Agenda
April 17, 2024

	<ul style="list-style-type: none"> • In progress & Input: Updated Complaint Form • In progress & Input: Updated FAQ • In progress: Arbitration Request Form 		
2:20 PM – 2:35 PM	Item 7 – Meet & Greet with Cara Biddlecom (Public Health Director)		Mariah Hayes & Cara Biddlecom
2:35 PM – 2:50 PM	Item 8 – NSAB Upcoming Strategic Planning <ul style="list-style-type: none"> • OHA provides background about 2019 NSAB strategic planning session • Board members discuss timing and goals for strategic planning session 		Mariah Hayes
2:50 PM – 3:05 PM	Item 9 - Break		
3:05 PM – 4:00 PM	Item 10 – Common Hospital Staffing Questions <ul style="list-style-type: none"> • Board members share questions they’re hearing about hospital staffing 		Mariah Hayes
4:00 PM – 4:20 PM	Item 11 – Hospital Staffing Surveyor discusses survey activities		

4:20 PM – 4:45 PM	Item 12 – Emerging issues in nurse staffing NSAB members raise new issues that are emerging as nurse staffing concerns across the state		Mariah Hayes
4:45 PM – 5:00 PM	Item 13– Public Comment Members of the public may speak for up to two minutes on the meeting’s agenda and other topics.		
5:00 PM	Meeting Adjourned		

Upcoming Meetings

- NSAB Quarterly Meeting: July 31, 2024
 - *Online at:*
<https://www.zoomgov.com/meeting/register/vJltdemopz4qEhE7I-O7jUA7sBicJPSq6WQ>
- NSAB Quarterly Meeting: October 30, 2024
 - *In-Person at: Portland State Office Building*
 800 NE Oregon Street – Room To Be Announced
 Portland, OR 97232
 - *Online at:*
<https://www.zoomgov.com/meeting/register/vJlsf-uvpzqoHteO7IbDzT6W953u0pkhzW0>

Everyone has a right to know about and use Oregon Health Authority (OHA) programs and services. OHA provides free help. Some examples of the free help OHA can provide are:

- Sign language and spoken language interpreters
- Written materials in other languages
- Braille
- Large print
- Audio and other formats

If you need help or have questions, please contact Kimberly Voelker at 971-803-0914, 711 TTY or kimberly.n.voelker@oha.oregon.gov at least 48 hours before the meeting.

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Oregon Nurse Staffing Advisory Board (NSAB)

Wednesday, January 31, 2024

1:00 PM – 5:00 PM

Meeting Minutes

Cochair	Lace Velk, RN (presiding)
Members present	Chandra Ferrell, CNA; Jenni Word, RN; Kitty Rogers, DNP, RN, NEA-BC, CEN, CPEN, TCRN, CPHQ; Kelsey Betts, RN; Joel Hernandez, RN; Todd Luther, RN, CEN; Shannon Edgar, RN, MBA; Mariah Hayes, MN, RN, NE-BC; Uzo Izunagbara, DNP, MSN, MHA, RN
OHA staff present	Dana Selover, MD, MPH; Anna Davis, JD; Kimberly Voelker, MPH; Austin Schmidt, RN; Ilana Kurtzig; Tip McIntosh; Emily Droge
Oregon Department of Justice staff present	Erin Williams, Shannon O’Fallon
Oregon Bureau of Labor & Industries Staff present	Theofanis Skourtis, Laura van Enckevort
Oregon Legislative Staff present	Zeke Adler (Rep. Nelson’s Office)

Guests present	Pete Morgan (Adventist Health), Diana Erdmann (Visiting Angels In Home Care); Erica Swartz, (OHSU); Jana Bitton (Oregon Center for Nursing); Justin Floyd (Sacred Heart Riverbend), Nancy Deyhle (Sacred Heart Riverbend); Tia Rodriguez (Salem Health); Stacy Looney (Samaritan Lebanon); Heather Quatre (St. Charles Redmond); DeEdra Boone (Umpqua Homes);
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Agenda Item 1	<i>Call to Order</i>
The meeting was conducted as an online Zoom meeting with computer and phone audio options. Board co-chair greeted board members and initiated rollcall. Board co-chair also thanked Uzo Izunagbara for continuing to serve on the board while waiting for a new member to be appointed to his position.	

Agenda Item 2	<i>Minutes</i>
<p>Board co-chair asked whether there were any edits, corrections, or questions about the minutes from the October 2023 Quarterly NSAB meeting.</p> <p>Motion to approve October minutes as written: Mariah Hayes Seconded: Kelsey Betts Motion passed.</p>	

Agenda Item 3	<i>Membership & Program Updates</i>
<p>K. Voelker announced that board applications had been submitted and the OHA would give recommendations to the Governor's Office. They expected the two direct care positions and one nurse manager position would be appointed by late February or early March.</p> <p>The board thanked U. Izunagbara's for his leadership on the board and for continuing to serve on the board while waiting for a new member to be appointed to his position.</p> <p>K. Voelker informed the board of in-person meetings taking place in April 2024 and October 2024 at Portland State Office Building (PSOB).</p> <p>K. Voelker thanked the board for completing the required annual trainings and stated that the repeated Workday reminders will begin for trainings were not due until end of 2024.</p> <p>D. Selover introduced Ilana Kurtzig, who was helping Health Care Regulation & Quality Improvement (HCRQI) implement HB 2697. The board welcomed I. Kurtzig.</p>	

Agenda Item 4	<i>Legislative Session</i>
<p>D. Selover informed the board that OHA was tracking a proposal for the 2024 legislative session that would make changes to professional/technical staffing and service staffing at Oregon State Hospital.</p> <p>D. Selover explained OHA's role in providing technical and analytical feedback on proposed bills and noted that HCRQI had not put forward any bills for the 2024 legislative session.</p> <p>Board co-chair asked for clarification on OHA's role more in advising rather than persuading towards certain ideas.</p> <p>D. Selover answered that agencies in executive branches of government do not adopt positions on bills unless it is a bill that agency put forward.</p> <p>There were no other questions or comments about the 2024 legislative session.</p>	

Agenda Item 5	<i>HB 2697 Rulemaking Update</i>
<p>D. Selover noted that there were temporary rules in place and shared the HB 2697 fact sheet with the board. They reminded the board that the hospital staffing law limited OHA's rulemaking authority for hospital staffing.</p> <p>I. Kurtzig stated that they would send out a poll for RAC meeting options.</p> <p>D. Selover stated that because new hospital staffing requirements will go into effect on June 1, 2024, OHA aimed to have the rules adopted by May 15, 2024.</p> <p>Board member asked about the accessibility of complaint forms and materials, particularly for non-nursing hospital staff members. They expressed concern about language barriers accessing the complaint form and asked about whether hospitals could be required to self-report to OHA.</p> <p>D. Selover responded that OHA was aware of potential language barriers and is looking into ways OHA could ensure accessibility to the form, including translating it to non-English languages commonly used in Oregon. They also stated that they would need to refer to the statute to determine if hospitals could be required to self-report complaints.</p> <p>Board co-chair asked OHA to define what constitutes the time that a nurse staffing plan may be deviated six times within a rolling period.</p> <p>D. Selover clarified that OHA would look at the past 30 days of the alleged violation to determine allowed deviations. They also answered that hospitals would vary in how they documented deviations.</p> <p>A. Davis added that deviations could be within 12 hours so there may be multiple kinds of deviations within a 12-hour period that would be considered one deviation. If the deviation extends past the 12 hours, it would be separate deviations.</p> <p>K. Voelker added a link to the chat that leads to statute requirements related to deviations.</p> <p>There were no additional questions or comments about the HB 2697 Rulemaking Update.</p>	

Agenda Item 6	<i>BOLI & HB 2697</i>
<p>Bureau of Labor and Industries (BOLI) staff members, Laura van Enckevort and Theo Skourtis, joined board meeting.</p> <p>Board co-chair greeted BOLI staff and thanked them for their time.</p> <p>L. van Enckevort greeted the board members and presented a PowerPoint explaining BOLI's current role in enforcing meal and rest break requirements, their expanded role starting in 2025, and what hospital staff should do before 2025 if they had complaints related to meal and rest breaks.</p>	

Board member asked how civil penalties were disbursed and whether any financial proceeds were made available to complainants.

L. van Enckevort stated that under the current law, the civil penalty goes to the Common School Fund. Therefore, the civil penalty is directed back to fund government services and it does not go to any complainant.

Board member asked whether BOLI had jurisdiction over hospitals with collective bargaining agreements (CBAs) and whether a hospital that had a CBA addressing meal and rest breaks would be out of BOLI's jurisdiction.

L. van Enckevort answered that under current law, BOLI does not have the jurisdiction to investigate the hospital if the CBA sets meal and rest break conditions. They added that under HB 2697, starting in 2025 BOLI will accept complaints from staff covered by CBAs that do not have a monetary remedy for missed breaks.

Board member asked if the PowerPoint slides would be available after the board meeting as it was a very well informed presentation.

K. Voelker confirmed that they would send the board the PowerPoint slides.

Board member asked BOLI for more information on how CBAs would affect BOLI's investigation process in 2025.

L. van Enckevort stated that BOLI was still determining investigation processes changes under HB 2697.

BOLI expressed interest in joining another board meeting once they learn more information about future processes.

Board member asked if there were any proposed discussion groups to help refine old BOLI rules that do not adequately apply to current working situations.

L. van Enckevort answered that BOLI had updated rules related to acute care facilities. They stated when BOLI has operative authority under HB 2697, there will likely be amendments to meal and rest break rules and BOLI would be open to public feedback in the rulemaking process.

T. Skourtis added that a lot of nontraditional workplaces provided insight on the recently updated rules.

Board member asked in chat if BOLI_help@boli.oregon.gov was a working and read email.

L. van Enckevort answered yes and that it was the general help email.

There were no additional questions or comments about BOLI.

Board co-chair thanked BOLI staff again for their time.

Agenda Item 7	<i>Status Updates</i>
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K. Voelker presented the Hospital Staffing Complaint dashboard and explained the data reflected hospital staffing complaints submitted between September 1, 2023, and December 31, 2023. The dashboard showed the number of hospital staffing complaints submitted per month, the types of hospital staffing allegations submitted per month, the types of nurse staffing allegations received per month, and the role of the complainant.

K. Voelker also presented the OHA Hospital Staffing Complaint Snapshot, which showed the hospital staffing complaint process and the number of complaints at each stage, and a hospital staffing complaint chart, which included detailed information about hospital staffing complaints.

Board co-chair asked whether new hospital staffing investigation reports were posted on the OHA Hospital Staffing Website.

K. Voelker confirmed the new investigation reports were posted on the OHA Hospital Staffing Website and were labeled “Hospital Staffing Investigation Report – Nurse Staffing (NS)”, instead of “Nurse Staffing Report.”

A. Davis stated that the search function is the most straightforward method of finding a specific report.

Board co-chair asked for clarification on why four complaints were determined to be invalid, and asked if OHA would create a guidance or reference materials for future complainants to know why complaints were found invalid.

A. Davis explained the difference between a complaint that is received and found to be invalid, and a complaint that is received, found to be valid, and upon investigation determined to be unsubstantiated. They further stated that invalid complaints are not posted on the website, but unsubstantiated complaints have investigation reports and therefore are posted on the website.

Board co-chair reiterated the importance of documents and examples that would help nursing staff understand the complaint process.

D. Selover added that OHA is working on hiring additional staff to facilitate hospital staffing education.

Board member asked whether the primary type of allegation was failure to follow the nurse staffing plan.

K. Voelker stated that complaints with completed reports had allegations that the hospital not following staffing levels on the nurse staffing plan. They noted that of the thirteen complaints regarding this, twelve of them were unsubstantiated.

Board member asked for examples about why complaints were valid but unsubstantiated.

D. Selover explained that the reports were posted on the website and had specific information about each complaint. They stated that a lot of nurse staffing plans lack clear staffing requirements, which can make it difficult to enforce those plans. D. Selover also stated OHA was planning to hold a webinar in the spring about enforcing nurse staffing plans.

Board member supported OHA holding a webinar about hospital staffing.

Board co-chairs and additional board members expressed support for a webinar about hospital staffing.

There were no additional questions or comments about the Nurse Staffing Complaint dashboard. Board co-chair thanked OHA for the presentation.

Agenda Item 8	<i>Break</i>
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Board co-chair called for a ten-minute break.

Agenda Item 9	<i>HB 2697 Implementation Updates</i>
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A. Davis provided updates on HB 2697 bill implementation, including HCRQI's coordination with OHA leadership, DOJ, bill advocates, and BOLI. They explained that OHA would keep the NSAB and public informed as they learned more about the bill and encouraged members of the public to sign up for OHA's listserv. They also provided examples of changes in investigating nurse staffing complaints under the previous law compared to investigating hospital staffing complaints under HB 2697.

Board member asked about remote investigation practices.

A. Davis stated that current investigation activities were primarily remote, but surveyors could go onsite if necessary.

K. Voelker stated that OHA would be launching a Type A and Type B Hospital Variance notification process on their website so hospitals could completed the required notification OHA when they select to use the variance option under the hospital staffing law. K. Voelker also stated that the Nurse Staffing Plan Submission form would be available on the OHA Hospital Staffing website and they provided instructions on how to use the form.

Board co-chair asked how often staffing plans needed to be submitted to OHA.

K. Voelker stated that HB 2697 required hospitals to submit plans within 30 days of approval and explained that if one unit's staffing plan changed, the hospital would still need to submit all the unchanged staffing plans along with the updated staffing plan in a single PDF. They explained that some hospitals may submit the plans multiple times a year if the Nurse Staffing Committee reviewed plans throughout the year. .

Board co-chair advised that larger hospitals prefer to stagger how they review intentionally so that their committee does not meet for longer hours than necessary.

K. Voelker introduced the "BOLI Complaint Button" on the OHA website, which links to BOLI's complaint page.

Board co-chair suggested adding a note that clarifies the various ways people can submit a complaint about missed meal and rest breaks.

K. Voelker presented the HB 2697 Hospital Staffing Law Frequently Asked Questions (FAQ) to the board and shared new questions that had arisen since the previous board meeting. They turned the meeting over to the board for any questions to add questions to the FAQ..

Board member suggested adding a question about the frequency of hospital staffing committee meetings, as it was previously done quarterly.

A. Davis added that the staffing committee meeting requirement meeting changed from quarterly to every four months, with the possibility of more frequent meetings if needed.

Board member suggested adding a question about how Type A and Type B hospital variances can apply to specific units or hospital-wide.

Board co-chair suggested adding a question about what OHA can and cannot enforce in a nurse staffing plan.

Board member in chat suggested adding a question about how BOLI approaches complaints for staff covered under a CBA.

Board member stressed that the question related to what is a valid complaint be kept..

Board co-chair suggested adding a question about what it means for a unit to be operating under a hospital license.

D. Selover stated that hospitals determine which units operate under the hospital license..

Board member wondered whether the staffing committee could request a list of units operating under the hospital license.

Board co-chair asked if that information would come from hospital administration.

Board member responded that the hospital nurse staffing committee could be provided that list upon request.

Board co-chair expressed concerns about barriers for hospital staff members to submit complaints and suggested OHA adding a question to the FAQ to express what the agency was doing to ensure equitable access to the complaint process.

Board member agreed and expressed that all staff members deserve a voice and requested that OHA help ensure inclusivity.

Board co-chair asked how to keep equity and inclusion front of mind for hospital staffing.

Board member asked OHA whether information about ensuring equity and inclusion could go in the FAQ.

K. Voelker answered that OHA had already started looking into opportunities to ensure access by working with external groups, such as unions for different types of hospital staff, and materials being translated into common non-English languages.

Board member stated that accessibility options should be added to the FAQ.

There were no additional questions or comments about the HB 2697 Implementation Updates.

Agenda Item 10	<i>Hospital Staffing Surveyor Discusses Survey Activities</i>
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A. Davis introduced hospital surveyor, Austin Schmidt, and explained that A. Schmidt would record the board's questions and come prepared to address them at the next meeting.

Board co-chair asked who surveyors would speak to at the hospital when they received a complaint and asked for more information about the investigation process.

Board member asked if A. Schmidt's title would be changed to "investigator" because they were now conducting investigations instead of surveys.

Board co-chaired asked whether a title was easy to change.

K. Voelker stated that the OHA agenda item could be updated to "Hospital Staffing Investigations", but A. Schmid's title was still hospital staffing surveyor.

D. Selover r explained how "surveyor" is the overarching title that the OHA uses.

A. Schmidt thanked the hospitals that had already been investigated for their patience while OHA was learning this new process.

There were no additional questions or comments for the Hospital Staffing Surveyor.

Agenda Item 11	<i>Emerging Issues in Nurse Staffing</i>
<p>Board co-chair initiated a round robin with K. Voelker facilitating and asked the board about their hospitals' transition to the new hospital staffing law, particularly as it related to strengths and challenges.</p> <p>Board member stated that because the law was new, they did not have any information to add.</p> <p>Board member stated that their hospital was doing well and that they implemented a sign-up for breaks where they have a relief nurse and a relief CNA.</p> <p>Board member stated that they anticipated that they would continue struggling to get members to attend nurse staffing committee meetings.</p> <p>Board member stated that some units were using CNAs with no assignments as "helping hands", and that CNAs who worked as "helping hands" were not considered to have a ratio.</p> <p>Board member stated that the biggest issue at their hospital was breaks, which were now being scheduled with a break nurse.</p> <p>Board member stated that they were considering what hospitals were doing to prepare for the implementation of the new law and stated that their hospital was working on implementing break nurses. They affirmed their hospital's commitment to patient safety.</p> <p>Board member expressed concern about the uncertainty associated with implementing changes to the law.</p> <p>Board member stated that their hospital was working on Type B variance requests and looking at what they needed to submit. They noted they were staffing similarly to how they staffed before the new law.</p> <p>Board co-chair stated their hospital was working hard to ensure staff received meal and rest breaks and getting their staffing committees to draft new plans. They shared concerns about the uncertainty of implementing a new law.</p> <p>Board member asked fellow board member why their nurse staffing committee was struggling to meet.</p> <p>Board member stated that some staff were unwilling to attend committee meetings when they were not scheduled to work and did not want to attend meetings when they were scheduled.</p> <p>Board member suggested holding virtual meetings.</p> <p>Board member noted that they had tried that and it had not worked.</p>	

Board co-chair asked if board member's nurses knew that release times were available.

Board member stated that that information had been shared with the committee and that committee members knew that time spent on meetings was paid.

Board co-chair suggested conducting a committee meeting when all nurses are working.

Board member noted that they tried that but still ran into scheduling difficulties.

There were no additional questions or comments related to emerging issues in nurse staffing.

Agenda Item 12	<i>Public Comment</i>
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K. Voelker reminded the board and the public that each commenter had two minutes to make a comment to the board.

S. Looney (Samaritan Lebanon) commented that they, along with many other hospitals, were anxiously awaiting guidance about nurse staffing plan requirements under the new hospital staffing law. They noted that their nurse staffing committee was going to review plans in March and they expressed concern with having enough information to understand the new law's requirements. They noted that they look forward to the webinar.

No other members of the public offered public comment.

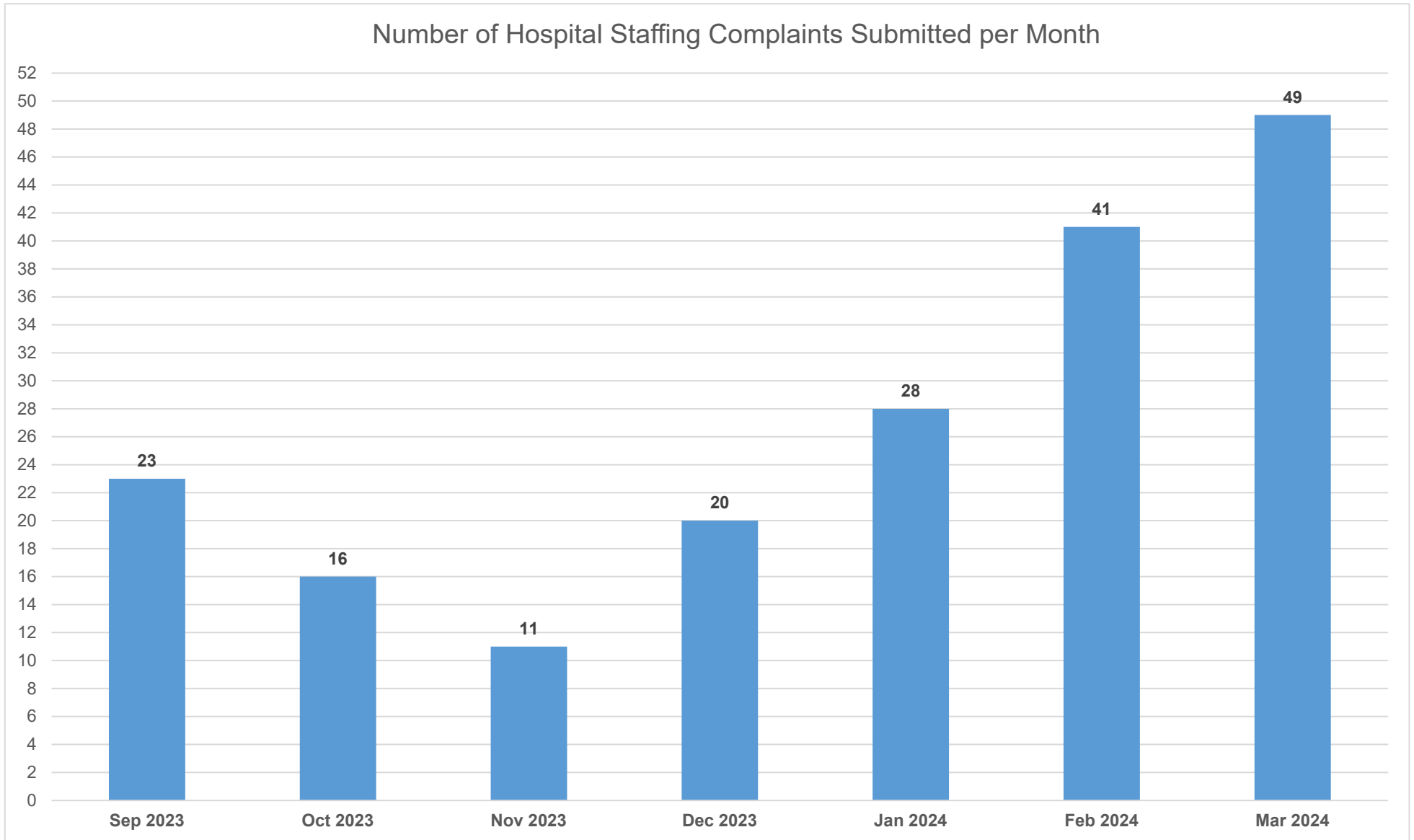
Board co-chair thanked the board and adjourned the NSAB meeting.

Agenda Item 13	<i>Meeting Adjourned</i>
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These draft minutes have not yet been approved by the NSAB

If you need this information in an alternate format,
please call our office at (971) 673-0540 or TTY 711.

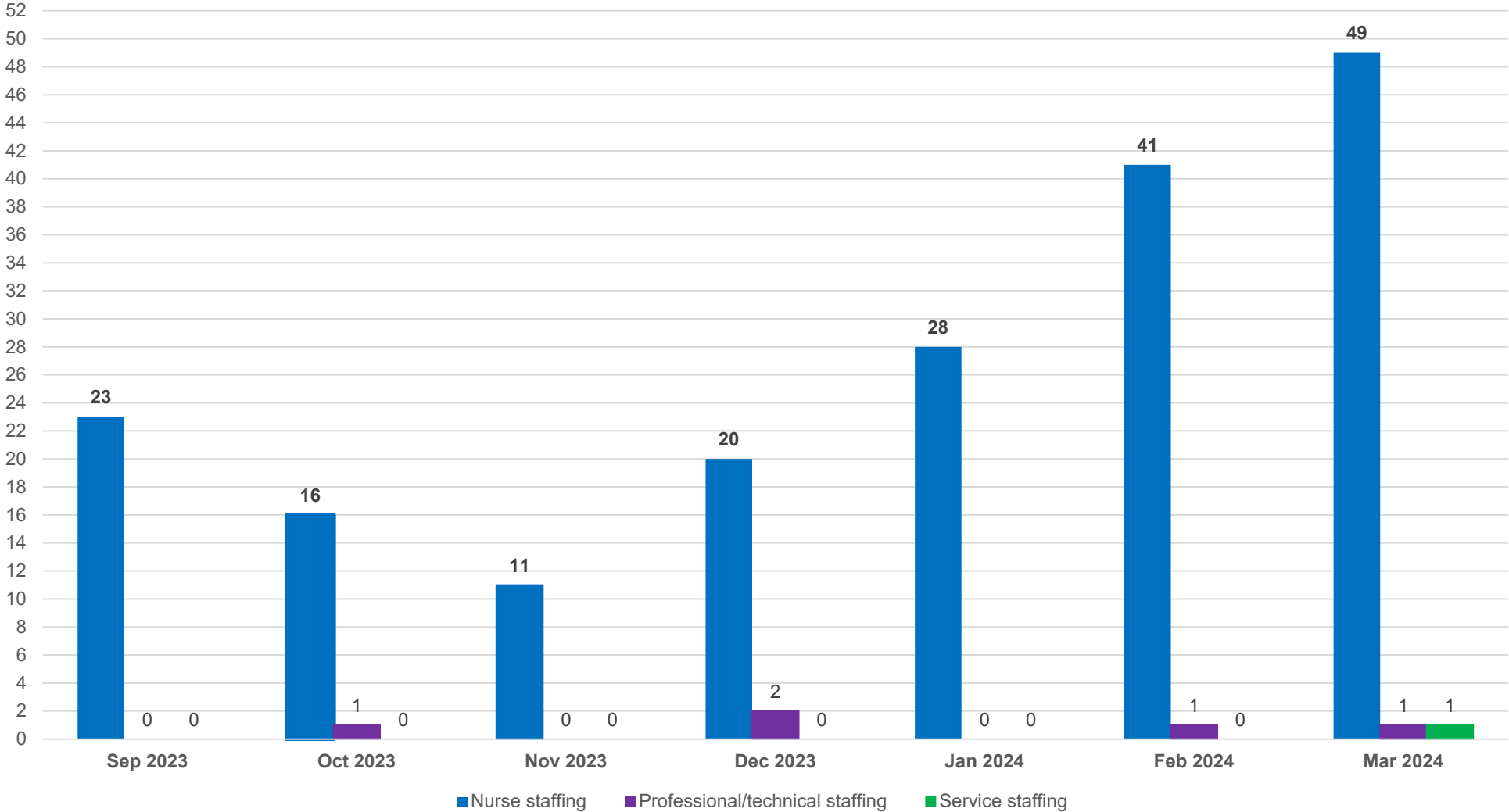
Hospital Staffing Complaint Dashboard - March 2024



OHA received 188 hospital staffing complaints between September 1, 2023 and March 31, 2024. This number includes valid complaints, invalid complaints, and complaints that still need to be triaged by OHA. Complaint submissions can include one or more allegations of noncompliance.

Hospital Staffing Complaint Dashboard - March 2024

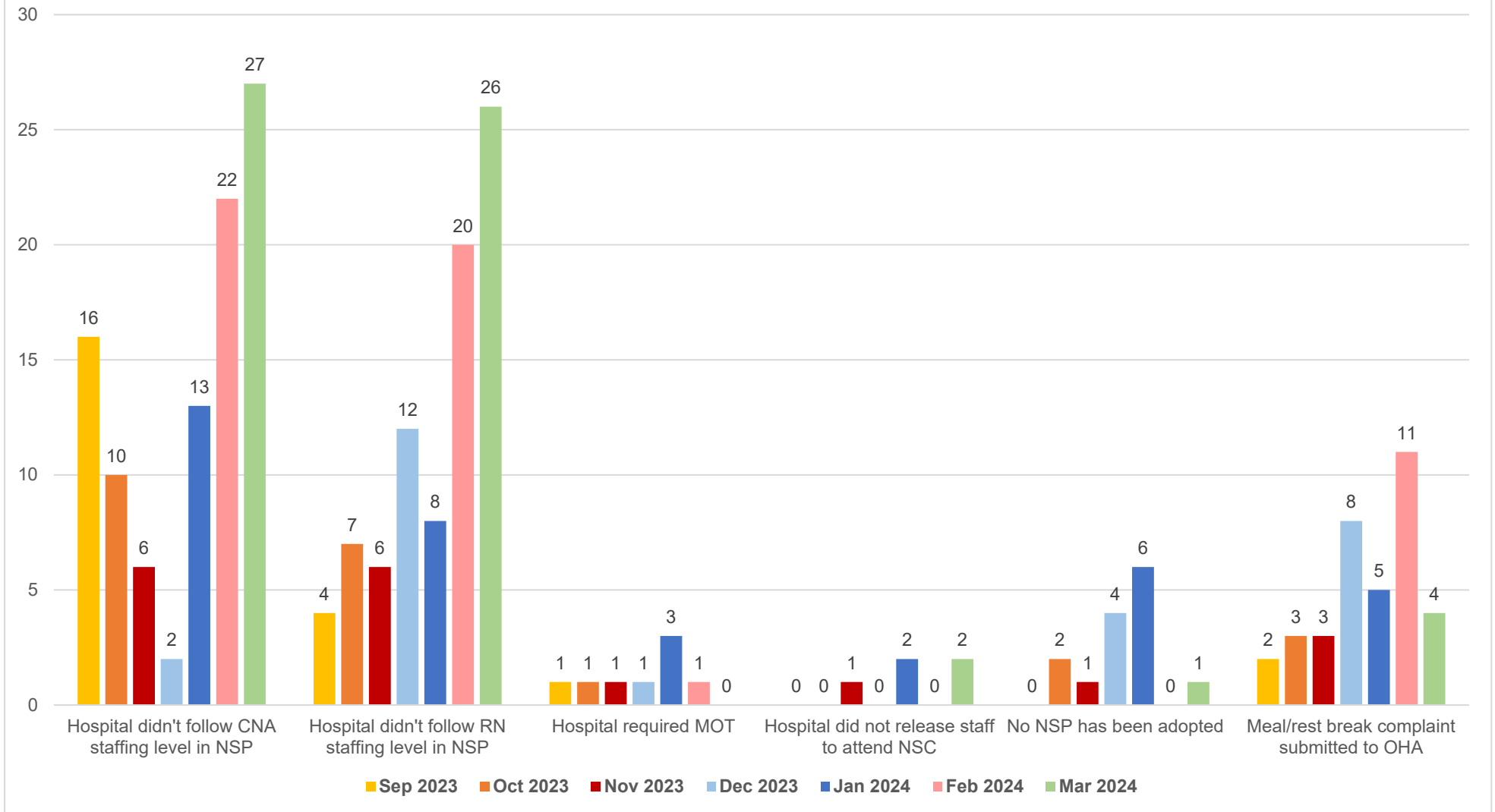
Types of Hospital Staffing Allegations Submitted per Month



Complaint submissions can one or more allegations of noncompliance with the hospital staffing law. The hospital staffing law includes requirements related to nurse staffing, professional/technical staffing, and service staffing. Almost all complaint allegations submitted between September 1, 2023 and March 31, 2024 have been related to nurse staffing.

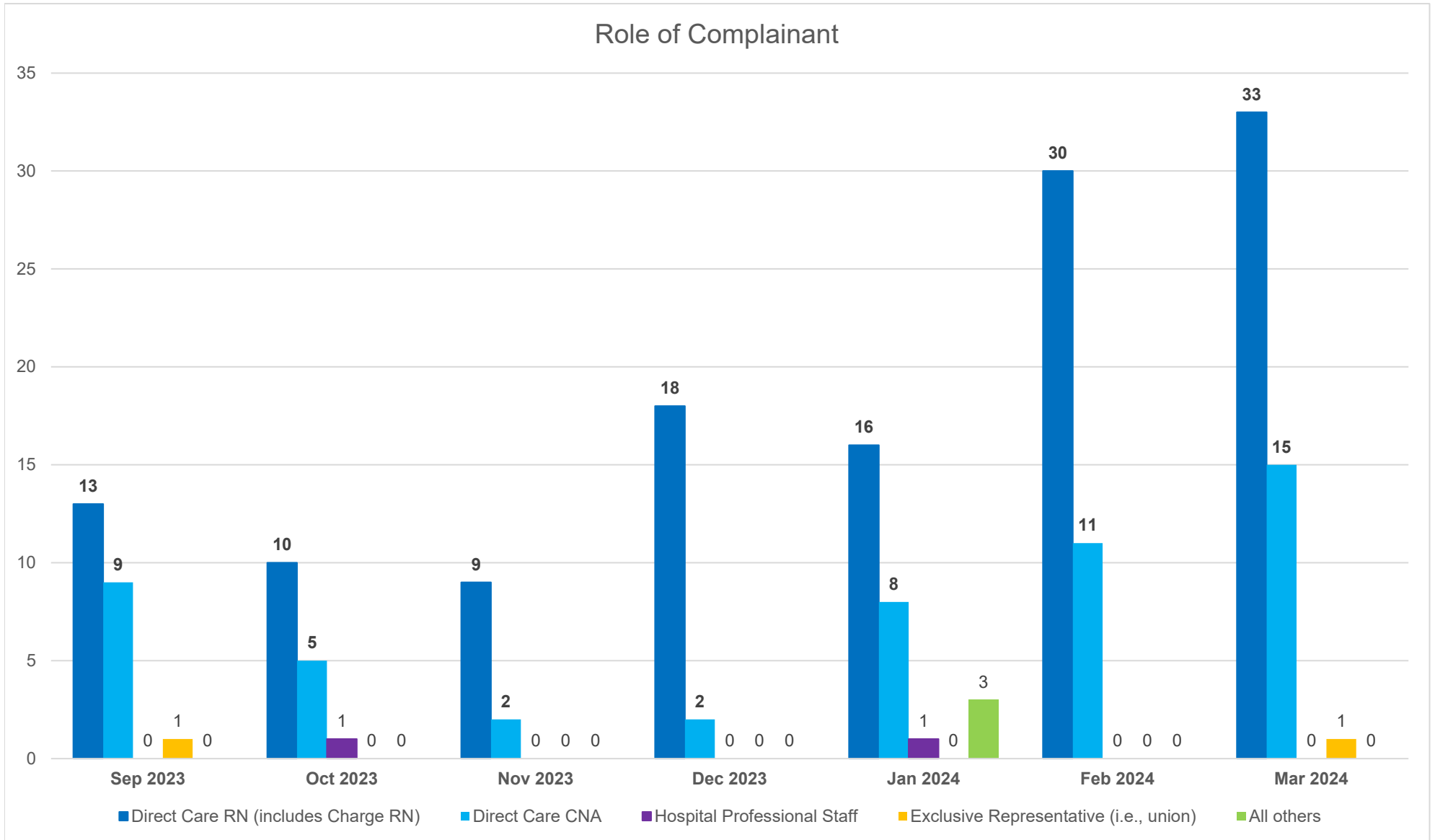
Hospital Staffing Complaint Dashboard - March 2024

Types of Nurse Staffing Allegations Received per Month



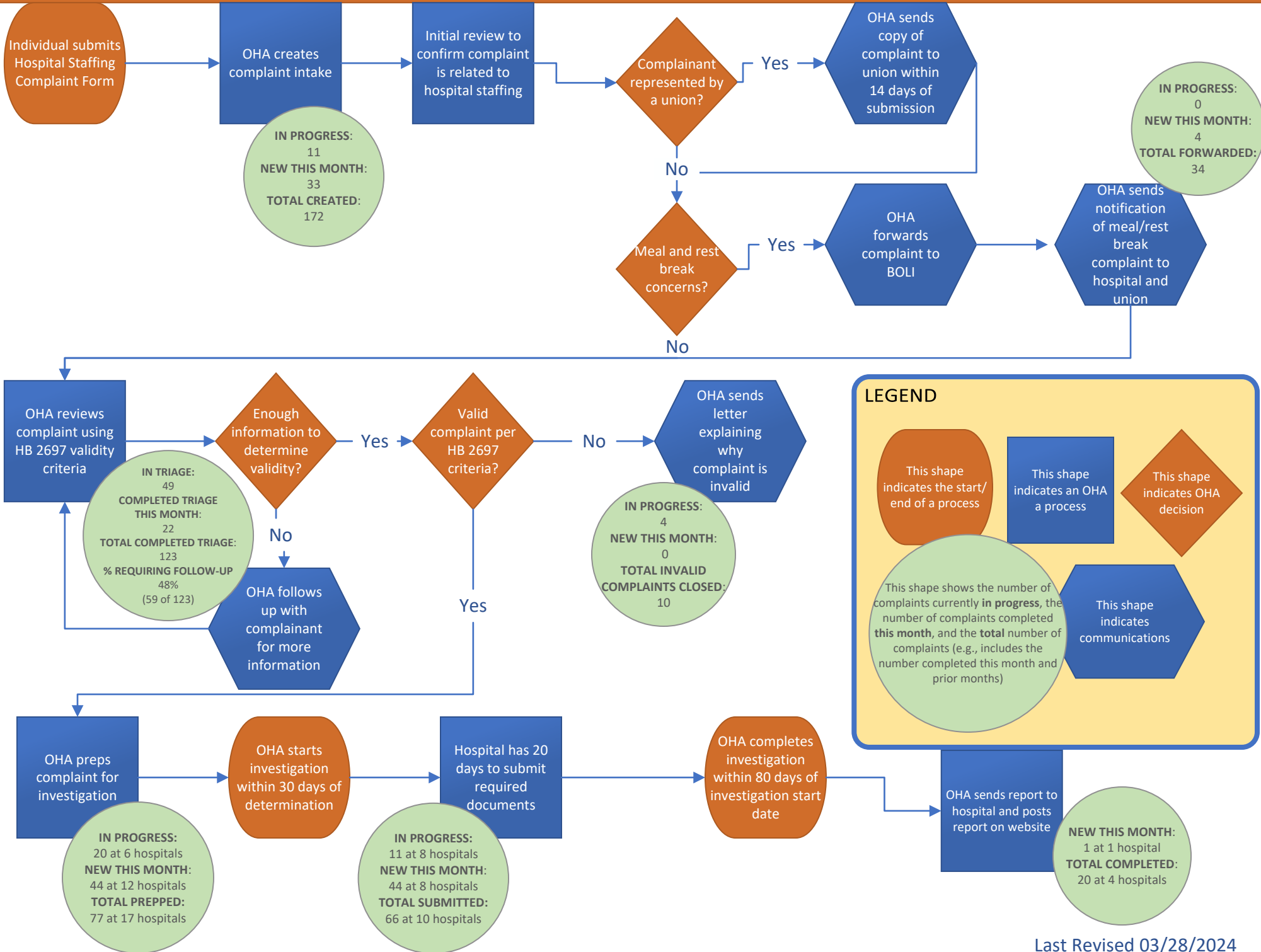
OHA's complaint form allows individuals to select one or more types of allegations from a list of HB 2697 Section 20 hospital staffing violations. The chart above shows the number of submissions that included a specific type of allegation (e.g. "Hospital didn't follow CNA staffing level in Nurse Staffing Plan"). Complainants who have concerns about meal and rest breaks can decide whether to submit meal and rest break concerns through OHA's online form or directly with BOLI.

Hospital Staffing Complaint Dashboard - March 2024



OHA's complaint form asks individuals to self-identify their role from the following options: Direct Care RN, Direct Care LPN, Direct Care CNA, Hospital Professional Staff, Hospital Technical Staff, Hospital Service Staff, Exclusive Representative, and Other. OHA has only received complaints from the roles included on the chart above.

OHA Hospital Staffing Complaint Process: SNAPSHOT



Hospital Staffing Complaints

#	Complaint #	Hospital	Size	Complaint Topic Area	Complaint Received	Union Notification Due	Union Notification Sent	Valid?	Date OHA is required to start investigation	Investigation started	Report Due	Report Mailed	Substantiated?
1	OR44905	Bay Area Hospital	L	Failed to follow CNA staffing levels in NSP	09/14/2023	09/28/2023	09/14/2023	Valid	10/21/2023	10/20/2023	01/08/2024	01/08/2024	No
2	OR45205	Bay Area Hospital	L	Failed to follow RN and CNA staffing levels in NSP	09/23/2023	10/07/2023	09/27/2023	Valid	11/16/2023	10/20/2023	01/08/2024	01/08/2024	No
3	OR45210	Bay Area Hospital	L	Failed to follow RN and CNA staffing levels in NSP	09/23/2023	10/07/2023	09/27/2023	Valid	11/16/2023	10/20/2023	01/08/2024	01/08/2024	No
4	OR45256	Bay Area Hospital	L	Failed to follow RN and CNA staffing levels in NSP	09/27/2023	10/11/2023	10/06/2023	Valid	11/16/2023	10/20/2023	01/08/2024	01/08/2024	Yes
5	OR45260	Bay Area Hospital	L	Failed to follow RN and CNA staffing levels in NSP	09/28/2023	10/12/2023	10/06/2023	Valid	11/16/2023	10/20/2023	01/08/2024	01/08/2024	No
6	OR44755	McKenzie-Willamette	M	Failed to follow CNA staffing levels in NSP	09/01/2023	09/15/2023	09/06/2023	Valid	11/04/2023	11/03/2023	01/22/2024	01/22/2024	No
7	OR44906	McKenzie-Willamette	M	Failed to follow CNA staffing levels in NSP	09/12/2023	09/26/2023	09/12/2023	Valid	11/04/2023	11/03/2023	01/22/2024	01/22/2024	No
8	OR45194	McKenzie-Willamette	M	Failed to follow CNA staffing levels in NSP	09/21/2023	10/05/2023	10/06/2023	Valid	11/16/2023	11/03/2023	01/22/2024	01/22/2024	No
9	OR45429	McKenzie-Willamette	M	Failed to follow CNA staffing levels in NSP	09/23/2023	10/13/2023	10/11/2023	Valid	11/18/2023	11/03/2023	01/22/2024	01/22/2024	No
10	OR45454	Bay Area Hospital	L	Failed to follow RN staffing levels in NSP	09/30/2023	10/02/2023	09/27/2023	Valid	11/18/2023	11/17/2023	02/05/2024	01/31/2024	No
11	OR45456	Bay Area Hospital	L	Failed to follow RN staffing levels in NSP	09/30/2023	10/02/2023	09/27/2023	Valid	11/18/2023	11/17/2023	02/05/2024	01/31/2024	No
12	OR45476	Bay Area Hospital	L	Failed to follow CNA staffing levels in NSP	10/04/2023	10/09/2023	10/06/2023	Valid	11/18/2023	11/17/2023	02/05/2024	01/31/2024	No
13	OR45500	Bay Area Hospital	L	Failed to follow CNA staffing levels in NSP	10/08/2023	10/29/2023	10/26/2023	Valid	11/18/2023	11/17/2023	02/05/2024	01/31/2024	No
14	OR45184	Kaiser Sunnyside	L	Failed to follow RN and CNA staffing levels in NSP	09/18/2023	11/02/2023	11/02/2023	Valid	11/16/2023	11/16/2023	02/05/2024	02/05/2024	Yes
15	OR45189	Kaiser Sunnyside	L	Failed to follow RN staffing levels in NSP	09/18/2023	10/14/2023	10/11/2023	Valid	11/16/2023	11/16/2023	02/05/2024	02/05/2024	Yes
16	OR45214	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	09/25/2023	10/14/2023	10/11/2023	Valid	11/16/2023	11/16/2023	02/05/2024	02/05/2024	Yes

Hospital Staffing Complaints

#	Complaint #	Hospital	Size	Complaint Topic Area	Complaint Received	Union Notification Due	Union Notification Sent	Valid?	Date OHA is required to start investigation	Investigation started	Report Due	Report Mailed	Substantiated?
17	OR45804	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	10/15/2023	10/29/2023	10/26/2023	Valid	12/09/2023	11/16/2023	02/05/2024	02/05/2024	No
18	OR45844	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	10/19/2023	11/02/2023	11/02/2023	Valid	12/09/2023	11/16/2023	02/05/2024	02/05/2024	Yes
19	OR45807	Salem Hospital	L	Failed to adopt a NSP	10/20/2023	N/A	N/A	Valid	12/31/2023	12/14/2023	03/03/2024	02/21/2024	No
20	OR46178	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	11/09/2023	11/23/2023	01/12/2024	Valid	12/31/2023	12/18/2023	03/07/2024	03/06/2024	Yes
21	OR46581	Sacred Heart Riverbend	L	Failed to follow CNA staffing levels in NSP	12/04/2023	12/18/2023	12/20/2023	Valid	02/08/2024	02/08/2024	04/28/2024		
22	OR47002	Sacred Heart Riverbend	L	Failed to follow RN staffing levels in NSP	12/20/2023	01/02/2024	12/20/2023	Valid	02/08/2024	02/08/2024	04/28/2024		
24	OR47610	Legacy Silverton	M	Failed to follow RN staffing levels in NSP	01/14/2024	01/28/2024	01/23/2024	Valid	03/08/2024	02/20/2024	05/10/2024		
23	OR47671	Providence Milwaukie	M	Failed to follow CNA staffing levels in NSP	01/18/2024	02/01/2024	01/31/2024	Valid	03/06/2024	02/20/2024	05/10/2024		
25	OR47606	Providence Milwaukie	M	Failed to follow CNA staffing levels in NSP	01/13/2024	01/27/2024	01/23/2024	Valid	03/08/2024	02/20/2024	05/10/2024		
26	OR47823	Providence Milwaukie	M	Failed to follow RN staffing levels in NSP	01/24/2024	02/07/2024	01/31/2024	Valid	03/08/2024	02/20/2024	05/10/2024		
29	OR47828	McKenzie-Willamette	M	Failed to follow CNA staffing levels in NSP	01/27/2024	02/10/2024	01/31/2024	Valid	03/08/2024	02/26/2024	05/16/2024		
28	OR47609	McKenzie-Willamette	M	Failed to follow CNA staffing levels in NSP	01/13/2024	01/27/2024	01/23/2024	Valid	03/08/2024	02/26/2024	05/16/2024		
33	OR46271	McKenzie-Willamette	M	Failed to follow CNA staffing levels in NSP	11/09/2023	11/19/2023	11/28/2023	Valid	03/22/2024	02/26/2024	05/16/2024		
27	OR46273	Bay Area Hospital	L	Failed to follow CNA staffing levels in NSP	11/16/2023	11/20/2023	11/28/2023	Valid	03/08/2024	02/26/2024	05/16/2024		
30	OR45211	Bay Area Hospital	L	Failed to follow Charge RN and RN staffing levels in NSP	09/24/2023	10/08/2023	09/27/2023	Valid	03/15/2024	02/26/2024	05/16/2024		
31	OR46423	Bay Area Hospital	L	Failed to follow CNA staffing levels in NSP	11/12/2023	11/26/2023	11/28/2023	Valid	03/15/2024	02/26/2024	05/16/2024		

Hospital Staffing Complaints

#	Complaint #	Hospital	Size	Complaint Topic Area	Complaint Received	Union Notification Due	Union Notification Sent	Valid?	Date OHA is required to start investigation	Investigation started	Report Due	Report Mailed	Substantiated?
32	OR46425	Bay Area Hospital	L	Failed to follow RN and CNA staffing levels in NSP	11/12/2023	11/26/2023	11/28/2023	Valid	03/15/2024	02/26/2024	05/16/2024		
34	OR47616	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	01/17/2024	01/31/2024	01/23/2024	Valid	03/08/2024	03/04/2024	05/23/2024		
36	OR46274	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	11/12/2023	11/26/2023	11/28/2023	Valid	03/15/2024	03/04/2024	05/23/2024		
37	OR47296	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	12/27/2023	01/16/2024	01/05/2024	Valid	03/15/2024	03/04/2024	05/23/2024		
38	OR47297	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	01/02/2024	01/16/2024	01/05/2024	Valid	03/15/2024	03/04/2024	05/23/2024		
39	OR47298	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	01/02/2024	01/16/2024	01/05/2024	Valid	03/15/2024	03/04/2024	05/23/2024		
40	OR47361	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	01/06/2024	01/20/2024	01/11/2024	Valid	03/15/2024	03/04/2024	05/23/2024		
41	OR47363	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	01/07/2024	01/21/2024	01/11/2024	Valid	03/15/2024	03/04/2024	05/23/2024		
48	OR48403	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	02/17/2024	03/02/2024	02/23/2024	Valid	03/28/2024	03/04/2024	05/23/2024		
49	OR48404	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	02/18/2024	03/03/2024	02/23/2024	Valid	03/28/2024	03/04/2024	05/23/2024		
50	OR48405	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	02/18/2024	03/03/2024	02/23/2024	Valid	03/28/2024	03/04/2024	05/23/2024		
51	OR48406	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	02/18/2024	03/03/2024	02/23/2024	Valid	03/28/2024	03/04/2024	05/23/2024		
52	OR48407	Kaiser Sunnyside	L	Failed to follow RN and CNA staffing levels in NSP	02/20/2024	03/05/2024	02/23/2024	Valid	03/28/2024	03/04/2024	05/23/2024		
35	OR46537	Kaiser Westside	M	Failed to follow CNA staffing levels in NSP	11/25/2023	12/09/2023	12/04/2023	Valid	03/08/2024	03/04/2024	05/23/2024		
42	OR46878	Kaiser Westside	M	Failed to adopt a NSP	12/08/2023	12/22/2024	12/20/2024	Valid	03/15/2024	03/04/2024	05/23/2024		
43	OR47904	Kaiser Westside	M	Failed to adopt a NSP	01/30/2024	02/13/2024	02/08/2024	Valid	03/15/2024	03/04/2024	05/23/2024		
44	OR46879	Kaiser Westside	M	Failed to adopt a NSP	12/09/2023	12/23/2023	12/20/2023	Valid	03/22/2024	03/04/2024	05/23/2024		
45	OR47001	Kaiser Westside	M	Failed to adopt a NSP	12/18/2023	01/01/2024	12/20/2023	Valid	03/22/2024	03/04/2024	05/23/2024		

Hospital Staffing Complaints

#	Complaint #	Hospital	Size	Complaint Topic Area	Complaint Received	Union Notification Due	Union Notification Sent	Valid?	Date OHA is required to start investigation	Investigation started	Report Due	Report Mailed	Substantiated?
46	OR47357	Kaiser Westside	M	Failed to adopt a NSP	01/04/2024	01/18/2024	01/18/2024	Valid	03/22/2024	03/04/2024	05/23/2024		
47	OR47676	Kaiser Westside	M	Failed to adopt a NSP	01/23/2024	02/06/2024	01/31/2024	Valid	03/22/2024	03/04/2024	05/23/2024		
53	OR48355	Kaiser Westside	M	Failed to follow CNA staffing levels in NSP	02/15/2024	02/29/2024	02/23/2024	Valid	03/28/2024	03/04/2024	05/23/2024		
54	OR48401	Kaiser Westside	M	Failed to follow CNA staffing levels in NSP	02/16/2024	03/01/2024	02/23/2024	Valid	03/28/2024	03/04/2024	05/23/2024		
55	OR47614	Asante Rogue	L	Failed to adopt a NSP	01/16/2024	01/30/2024	01/23/2024	Valid	03/08/2024	03/06/2024	05/25/2024		
56	OR47007	Asante Rogue	L	Failed to follow RN staffing levels in NSP	12/19/2023	01/02/2024	12/20/2023	Valid	03/15/2024	03/06/2024	05/25/2024		
57	OR47272	Asante Rogue	L	Failed to follow RN staffing levels in NSP	12/21/2023	01/04/2024	01/05/2024	Valid	03/15/2024	03/06/2024	05/25/2024		
58	OR47612	Asante Rogue	L	Failed to adopt a NSP	01/16/2024	01/30/2024	01/23/2024	Valid	03/15/2024	03/06/2024	05/25/2024		
60	OR47258	Asante Rogue	L	Failed to follow RN staffing levels in NSP	12/20/2023	01/03/2024	01/03/2024	Valid	03/22/2024	03/06/2024	05/25/2024		
61	OR47275	Asante Rogue	L	Failed to follow RN staffing levels in NSP	12/23/2023	01/06/2024	01/05/2024	Valid	03/22/2024	03/06/2024	05/25/2024		
62	OR47276	Asante Rogue	L	Failed to follow RN staffing levels in NSP	12/24/2023	01/07/2024	01/05/2024	Valid	03/22/2024	03/06/2024	05/25/2024		
63	OR47277	Asante Rogue	L	Failed to follow RN staffing levels in NSP	12/26/2023	01/09/2024	01/05/2024	Valid	03/22/2024	03/06/2024	05/25/2024		
64	OR48235	Asante Rogue	L	Failed to follow RN staffing levels in NSP	02/10/2024	02/24/2024	02/14/2024	Valid	03/22/2024	03/06/2024	05/25/2024		
65	OR48237	Asante Rogue	L	Failed to follow RN staffing levels in NSP	02/12/2024	02/26/2024	02/14/2024	Valid	03/22/2024	03/06/2024	05/25/2024		
66	OR47278	Asante Rogue	L	Failed to follow RN staffing levels in NSP	12/27/2023	01/10/2024	01/05/2024	Valid	03/24/2024	03/06/2024	05/25/2024		
59	OR45459	St. Charles Bend	L	Failed to follow RN staffing levels in NSP	10/01/2023	10/15/2023	10/11/2023	Valid	03/15/2024	03/06/2024	05/25/2024		
67	OR47903	Providence St. Vincent	L	Failed to follow RN staffing levels in NSP	01/29/2024	02/12/2024	02/08/2024	Valid	03/15/2024	03/11/2024	05/30/2024		
68	OR45733	Coquille Valley	CAH	Failed to adopt a NSP	10/10/2023	N/A	N/A	Valid	03/22/2024	03/18/2024	06/06/2024		

Hospital Staffing Complaints

#	Complaint #	Hospital	Size	Complaint Topic Area	Complaint Received	Union Notification Due	Union Notification Sent	Valid?	Date OHA is required to start investigation	Investigation started	Report Due	Report Mailed	Substantiated?
69	OR46964	Legacy Emanuel	L	Failed to follow RN and CNA staffing levels in NSP	12/13/2023	12/27/2023	01/12/2024	Valid	03/22/2024	03/18/2024	06/06/2024		
70	OR48060	Providence Medford	L	Failed to follow RN and CNA staffing levels in NSP	02/04/2024	02/18/2024	02/14/2024	Valid	03/22/2024	03/20/2024	06/08/2024		
	OR48268	Sacred Heart Riverbend	L	Failed to follow RN and CNA staffing levels in NSP	02/12/2024	02/26/2024	02/15/2024	Valid	03/22/2024	03/20/2024	06/08/2024		
	OR45978	Legacy Good Samaritan	L	Failed to follow RN staffing levels in NSP	10/17/2023	N/A	N/A	Valid	03/28/2024	03/25/2024	06/13/2024		
	OR46535	Shriners	M	Required MOT, Failed to follow staffing levels for Charge RNs and RNs	11/20/2023	N/A	N/A	Valid	03/28/2024	03/25/2024	06/13/2024		
	OR46538	Shriners	M	Failed to follow RN staffing levels in NSP	11/28/2023	N/A	N/A	Valid	03/28/2024	03/25/2024	06/13/2024		
	OR46540	Shriners	M	Failed to follow RN staffing levels in NSP	11/28/2023	N/A	N/A	Valid	03/28/2024	03/25/2024	06/13/2024		
	OR46536	Shriners	M	Failed to follow RN staffing levels in NSP	11/21/2023	N/A	N/A	Valid	04/20/2024	03/25/2024	06/13/2024		
	OR48402	Providence Willamette Falls	M	Failed to follow Charge RN and RN staffing levels in NSP	02/17/2024	03/02/2024	02/23/2024	Valid	03/28/2024	03/27/2024	06/15/2024		
	OR48558	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	02/21/2024	03/06/2024	03/01/2024	Valid	04/05/2024	04/02/2024	06/21/2024		
	OR48973	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	03/10/2024	03/24/2024	03/25/2024	Valid	04/20/2024	04/02/2024	06/21/2024		
	OR47677	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	01/23/2024	02/06/2024	01/31/2024	Valid	04/26/2024	04/02/2024	06/21/2024		
	OR48563	Kaiser Westside	M	Failed to follow CNA staffing levels in NSP	02/21/2024	03/06/2024	03/01/2024	Valid	04/05/2024	04/02/2024	06/21/2024		
	OR48565	Kaiser Westside	M	Failed to follow CNA staffing levels in NSP	02/24/2024	03/09/2024	03/01/2024	Valid	04/05/2024	04/02/2024	06/21/2024		
	OR48567	Kaiser Westside	M	Failed to follow CNA staffing levels in NSP	02/25/2024	03/10/2024	03/01/2024	Valid	04/05/2024	04/02/2024	06/21/2024		

Hospital Staffing Complaints

#	Complaint #	Hospital	Size	Complaint Topic Area	Complaint Received	Union Notification Due	Union Notification Sent	Valid?	Date OHA is required to start investigation	Investigation started	Report Due	Report Mailed	Substantiated?
	OR48963	Kaiser Westside	M	Failed to follow CNA staffing levels in NSP	03/04/2024	03/18/2024	03/25/2024	Valid	04/20/2024	04/02/2024	06/21/2024		
	OR48968	Kaiser Westside	M	Failed to follow CNA staffing levels in NSP	03/08/2024	03/22/2024	03/25/2024	Valid	04/20/2024	04/02/2024	06/21/2024		
	OR48970	Kaiser Westside	M	Failed to follow RN and CNA staffing levels in NSP	03/09/2024	03/23/2024	03/25/2024	Valid	04/20/2024	04/02/2024	06/21/2024		
	OR48566	Kaiser Westside	M	Failed to follow CNA staffing levels in NSP	02/25/2024	03/10/2024	03/01/2024	Valid	04/26/2024	04/02/2024	06/21/2024		
	OR48570	Kaiser Westside	M	Failed to follow CNA staffing levels in NSP	02/25/2024	03/10/2024	03/01/2024	Valid	04/26/2024	04/02/2024	06/21/2024		
	OR49174	Kaiser Westside	M	Failed to follow CNA staffing levels in NSP	03/14/2024	03/28/2024	03/27/2024	Valid	04/26/2024	04/02/2024	06/21/2024		
	OR49175	Kaiser Westside	M	Failed to follow CNA staffing levels in NSP	03/15/2024	03/29/2024	03/27/2024	Valid	04/26/2024	04/02/2024	06/21/2024		
	OR49261	Kaiser Westside	M	Failed to follow CNA staffing levels in NSP	03/18/2024	04/01/2024	03/27/2024	Valid	04/26/2024	04/02/2024	06/21/2024		
	OR48564	[Hospital]	L	Failed to follow RN staffing levels in NSP	02/24/2024	03/09/2024	03/01/2024	Valid	04/05/2024				
	OR47674	[Hospital]	M	Failed to adopt a NSP	01/22/2024	N/A	N/A	Valid	04/12/2024				
	OR47655	[Hospital]	L	Failed to follow RN staffing levels in NSP	01/17/2024	01/31/2024	01/31/2024	Valid	04/12/2024				
	OR48971	[Hospital]	L	Failed to follow CNA staffing levels in NSP	03/09/2024	03/23/2024	03/25/2024	Valid	04/12/2024				
	OR49173	[Hospital]	L	Failed to follow CNA staffing levels in NSP	03/12/2024	03/26/2024	03/27/2024	Valid	04/26/2024				
	OR48965	[Hospital]	L	Failed to follow CNA staffing levels in NSP	03/06/2024	N/A	N/A	Valid	04/12/2024				
	OR49393	[Hospital]	L	Failed to follow CNA staffing levels in NSP	03/22/2024			Valid	05/03/2024				
	OR49391	[Hospital]	M	Failed to release NSC member to attend NSC meeting	03/20/2024	N/A	N/A	Valid	05/03/2024				

Hospital Staffing Complaints

#	Complaint #	Hospital	Size	Complaint Topic Area	Complaint Received	Union Notification Due	Union Notification Sent	Valid?	Date OHA is required to start investigation	Investigation started	Report Due	Report Mailed	Substantiated?
	OR49395	[Hospital]	M	Failed to adopt a NSP	03/24/2024			Valid	05/03/2024				
	OR49396	[Hospital]	L	Failed to follow CNA staffing levels in NSP	03/24/2024			Valid	05/03/2024				
	OR49398	[Hospital]	L	Failed to follow CNA staffing levels in NSP	03/25/2024			Valid	05/03/2024				
	OR47656	[Hospital]	L	Failed to follow RN staffing levels in NSP	01/18/2024	02/01/2024	01/31/2024	Valid	05/03/2024				
	OR48238	[Hospital]	L	Failed to follow CNA staffing levels in NSP	02/12/2024	02/26/2024	02/14/2024	Valid	05/03/2024				
	OR48269	[Hospital]	M	Failed to follow CNA staffing levels in NSP	02/13/2024	02/27/2024	02/14/2024	Valid	05/03/2024				
	OR47274	Asante Rogue	L	Meal and rest breaks	12/23/2023	01/06/2024	01/05/2024	BOLI only	N/A	N/A	N/A	N/A	N/A
	OR47279	Asante Rogue	L	Meal and rest breaks	12/28/2023	01/11/2024	01/05/2024	BOLI only	N/A	N/A	N/A	N/A	N/A
	OR47675	OHSU	L	Meal and rest breaks	01/22/2024	02/05/2024	01/31/2024	BOLI only	N/A	N/A	N/A	N/A	N/A
	OR44844	[Hospital]	M	[Under OHA review]	09/07/2023	09/21/2023	09/15/2023	Follow up questions in progress					
	OR44951	[Hospital]	M	[Under OHA review]	09/13/2023	09/27/2023	09/19/2023	Follow up questions in progress					
	OR44952	[Hospital]	M	[Under OHA review]	09/13/2023	09/27/2023	09/19/2023	Follow up questions in progress					
	OR45851	[Hospital]	L	[Under OHA review]	10/23/2023	11/06/2023	11/02/2023	Follow up questions in progress					
	OR46523	[Hospital]	L	[Under OHA review]	11/14/2023	11/28/2023	12/01/2023	Follow up questions in progress					
	OR46550	[Hospital]	M	[Under OHA review]	12/04/2023	12/18/2023	12/04/2023	Follow up questions in progress					
	OR47825	[Hospital]	L	[Under OHA review]	01/24/2024	N/A	N/A	Follow up questions in progress					
	OR48344	[Hospital]	L	[Under OHA review]	02/14/2024	02/28/2024	02/23/2024	Follow up questions in progress					
	OR48559	[Hospital]	M	[Under OHA review]	02/21/2024	03/06/2024	03/01/2024	Follow up questions in progress					

Hospital Staffing Complaints

#	Complaint #	Hospital	Size	Complaint Topic Area	Complaint Received	Union Notification Due	Union Notification Sent	Valid?	Date OHA is required to start investigation	Investigation started	Report Due	Report Mailed	Substantiated?
	OR48571	[Hospital]	M	[Under OHA review]	02/25/2024	03/10/2024	03/01/2024	Follow up questions in progress					
	OR48560	[Hospital]	L	[Under OHA review]	02/21/2024	03/06/2024	03/01/2024	Follow up questions in progress					
	OR48561	[Hospital]	M	[Under OHA review]	02/22/2024	03/07/2024	03/01/2024	Follow up questions in progress					
	OR48967	[Hospital]	L	[Under OHA review]	03/07/2024	N/A	N/A	Follow up questions in progress					
	OR48974	[Hospital]	L	[Under OHA review]	03/10/2024	N/A	N/A	Follow up questions in progress					
	OR48790	[Hospital]	M	[Under OHA review]	02/27/2024	03/12/2024	03/12/2024	Follow up questions in progress					
	OR48791	[Hospital]	M	[Under OHA review]	02/27/2024	03/12/2024	03/12/2024	Follow up questions in progress					
	OR48792	[Hospital]	M	[Under OHA review]	02/27/2024	03/12/2024	03/12/2024	Follow up questions in progress					
	OR48793	[Hospital]	M	[Under OHA review]	02/27/2024	03/12/2024	03/12/2024	Follow up questions in progress					
	OR48795	[Hospital]	M	[Under OHA review]	02/29/2024	03/14/2024	03/12/2024	Follow up questions in progress					
	OR48796	[Hospital]	M	[Under OHA review]	02/29/2024	03/14/2024	03/12/2024	Follow up questions in progress					
	OR48797	[Hospital]	M	[Under OHA review]	02/29/2024	03/14/2024	03/12/2024	Follow up questions in progress					
	OR48799	[Hospital]	M	[Under OHA review]	02/29/2024	03/14/2024	03/12/2024	Follow up questions in progress					
	OR48800	[Hospital]	M	[Under OHA review]	02/29/2024	03/14/2024	03/12/2024	Follow up questions in progress					
	OR48957	[Hospital]	M	[Under OHA review]	03/02/2024	03/16/2024	03/12/2024	Follow up questions in progress					
	OR48960	[Hospital]	M	[Under OHA review]	03/02/2024	03/16/2024	03/12/2024	Follow up questions in progress					
	OR48961	[Hospital]	M	[Under OHA review]	03/02/2024	03/16/2024	03/12/2024	Follow up questions in progress					

Hospital Staffing Complaints

#	Complaint #	Hospital	Size	Complaint Topic Area	Complaint Received	Union Notification Due	Union Notification Sent	Valid?	Date OHA is required to start investigation	Investigation started	Report Due	Report Mailed	Substantiated?
	OR48962	[Hospital]	M	[Under OHA review]	03/02/2024	03/16/2024	03/12/2024	Follow up questions in progress					
	OR48958	[Hospital]	M	[Under OHA review]	03/02/2024	03/16/2024	03/12/2024	Follow up questions in progress					
	OR48788	[Hospital]	L	[Under OHA review]	02/26/2024	03/11/2024	03/12/2024	Follow up questions in progress					
	OR48801	[Hospital]	L	[Under OHA review]	02/29/2024	03/14/2024	03/12/2024	Follow up questions in progress					
	OR48969	[Hospital]	M	[Under OHA review]	03/08/2024	03/22/2024	03/25/2024	Follow up questions in progress					
	OR48956	[Hospital]	L	[Under OHA review]	03/02/2024	03/16/2024	03/25/2024	Follow up questions in progress					
	OR48964	[Hospital]	M	[Under OHA review]	03/05/2024	03/19/2024	03/25/2024	Follow up questions in progress					
	OR48966	[Hospital]	CAH	[Under OHA review]	03/07/2024	N/A	N/A	Follow up questions in progress					
	OR48972	[Hospital]	L	[Under OHA review]	03/09/2024	03/23/2024	03/25/2024	Follow up questions in progress					
	OR49170	[Hospital]	L	[Under OHA review]	03/12/2024	03/26/2024	03/27/2024	Follow up questions in progress					
	OR49171	[Hospital]	L	[Under OHA review]	03/12/2024	03/26/2024	03/27/2024	Follow up questions in progress					
	OR49169	[Hospital]	M	[Under OHA review]	03/11/2024	03/25/2024	03/27/2024	Follow up questions in progress					
	OR49176	[Hospital]	M	[Under OHA review]	03/16/2024	03/30/2024	03/27/2024	Follow up questions in progress					
	OR49177	[Hospital]	M	[Under OHA review]	03/16/2024	03/30/2024	03/27/2024	Follow up questions in progress					
	OR49178	[Hospital]	M	[Under OHA review]	03/16/2024	03/30/2024	03/27/2024	Follow up questions in progress					
	OR49264	[Hospital]	M	[Under OHA review]	03/18/2024	04/01/2024	03/27/2024	Follow up questions in progress					
	OR49265	[Hospital]	M	[Under OHA review]	03/19/2024	04/02/2024	03/27/2024	Follow up questions in progress					

Hospital Staffing Complaints

#	Complaint #	Hospital	Size	Complaint Topic Area	Complaint Received	Union Notification Due	Union Notification Sent	Valid?	Date OHA is required to start investigation	Investigation started	Report Due	Report Mailed	Substantiated?
	OR49266	[Hospital]	M	[Under OHA review]	03/19/2024	04/02/2024	03/27/2024	Follow up questions in progress					
	OR49267	[Hospital]	M	[Under OHA review]	03/20/2024	04/03/2024	03/27/2024	Follow up questions in progress					
	OR49180	[Hospital]	L	[Under OHA review]	03/18/2024	04/01/2024	03/27/2024	Follow up questions in progress					
	OR49399	[Hospital]	M	[Under OHA review]	03/25/2024	04/08/2024		Follow up questions in progress					
	OR49397	[Hospital]	L	[Under OHA review]	03/25/2024	04/08/2024		Follow up questions in progress					
	OR49394	[Hospital]	L	[Under OHA review]	03/23/2024	N/A	N/A	Follow up questions in progress					
	OR49392	[Hospital]	L	[Under OHA review]	03/20/2024	04/03/2024		Follow up questions in progress					
	OR44947	McKenzie-Willamette	M	Failed to follow CNA staffing levels in NSP	09/14/2023	09/28/2023	09/19/2023	Invalid - Not enough info	N/A	N/A	N/A	N/A	N/A
	OR45181	Kaiser Sunnyside	L	Required MOT	09/15/2023	N/A	N/A	Invalid - Does not reflect potential MOT	N/A	N/A	N/A	N/A	N/A
	OR45737	McKenzie-Willamette	M	Failed to follow CNA staffing levels in NSP	10/11/2023	10/25/2023	10/25/2023	Invalid - Not enough info	N/A	N/A	N/A	N/A	N/A
	OR45742	McKenzie-Willamette	M	Failed to follow CNA staffing levels in NSP	10/13/2023	10/27/2023	10/26/2023	Invalid - Not enough info	N/A	N/A	N/A	N/A	N/A
	OR45800	McKenzie-Willamette	M	Failed to follow CNA staffing levels in NSP	10/14/2023	10/28/2023	10/26/2023	Invalid - Not enough info	N/A	N/A	N/A	N/A	N/A
	OR45847	St Charles Bend	L	Failed to follow RN staffing levels in NSP	10/21/2023	11/04/2023	11/02/2023	Invalid - Not enough info	N/A	N/A	N/A	N/A	N/A
	OR46539	Shriners	M	Required MOT	11/28/2023	N/A	N/A	Invalid - Does not reflect potential MOT	N/A	N/A	N/A	N/A	N/A
	OR47273	Asante Rogue	L	Failed to follow RN staffing levels in NSP	12/22/2023	01/05/2024	01/05/2024	Invalid - Not enough info	N/A	N/A	N/A	N/A	N/A

Hospital Staffing Complaints

#	Complaint #	Hospital	Size	Complaint Topic Area	Complaint Received	Union Notification Due	Union Notification Sent	Valid?	Date OHA is required to start investigation	Investigation started	Report Due	Report Mailed	Substantiated?
	OR47280	Asante Rogue	L	Failed to adopt a NSP, Failed to follow RN staffing levels in NSP	12/31/2023	01/14/2024	01/05/2024	Invalid - Not enough info	N/A	N/A	N/A	N/A	N/A
	OR47358	Providence St. Vincent	L	Failed to release NSC member to attend NSC meeting	01/05/2024	01/19/2024	01/11/2024	Invalid - Not enough info	N/A	N/A	N/A	N/A	N/A
	OR47543	Kaiser Sunnyside	L	Failed to follow CNA staffing levels in NSP	01/08/2024	01/22/2024	01/23/2024	Invalid - Not enough info	N/A	N/A	N/A	N/A	N/A
	OR47672	Asante Rogue	L	Required MOT	01/18/2024	02/01/2024	01/31/2024	Invalid - Does not reflect potential MOT	N/A	N/A	N/A	N/A	N/A
	OR47827	Legacy Good Samaritan	L	Required MOT	01/25/2024	N/A	N/A	Invalid - Does not reflect potential MOT	N/A	N/A	N/A	N/A	N/A
	OR48267	Providence St. Vincent	L	Failed to follow RN staffing levels in NSP	02/12/2024	02/26/2024	02/15/2024	Invalid - Not enough info	N/A	N/A	N/A	N/A	N/A
	OR48171	Sacred Heart Riverbend	L	Failed to follow RN staffing levels in NSP	02/08/2024	02/22/2024	02/15/2024	Invalid - Not enough info	N/A	N/A	N/A	N/A	N/A
	OR48794	Kaiser Sunnyside	L	Failed to follow RN staffing levels in NSP	02/28/2024	03/13/2024	03/25/2024	Invalid - More than 60 days old	N/A	N/A	N/A	N/A	N/A

* The chart does not include seven recently received complaints that are in the intake process and awaiting assignment of a complaint intake number.

2023 Year in Review

Health Care Regulation & Quality Improvement

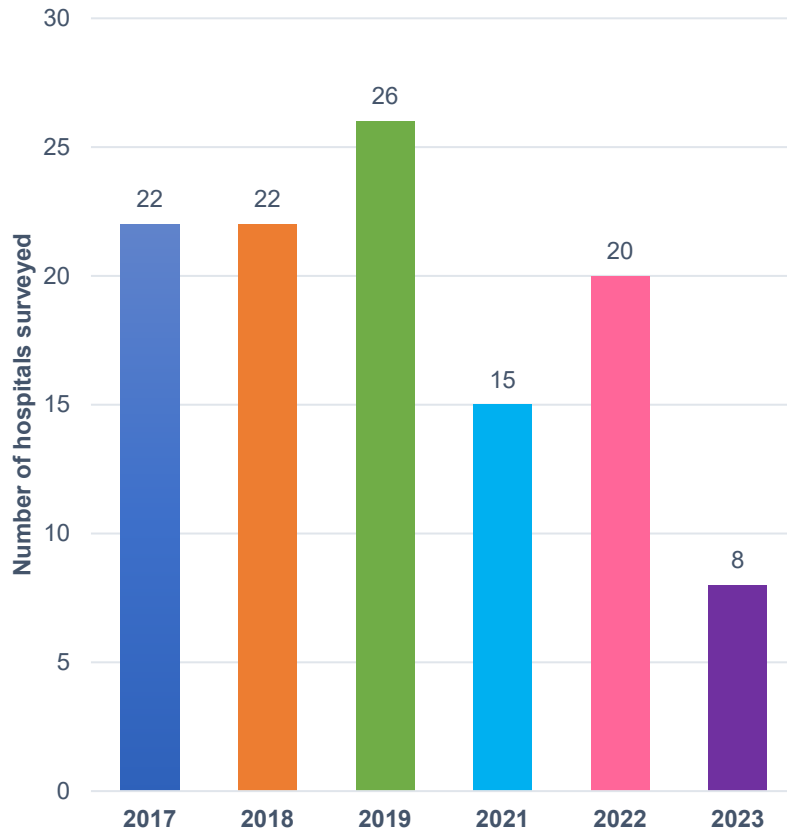
Anna L Davis, JD

Kimberly Voelker, MPH



Nurse Staffing Surveys

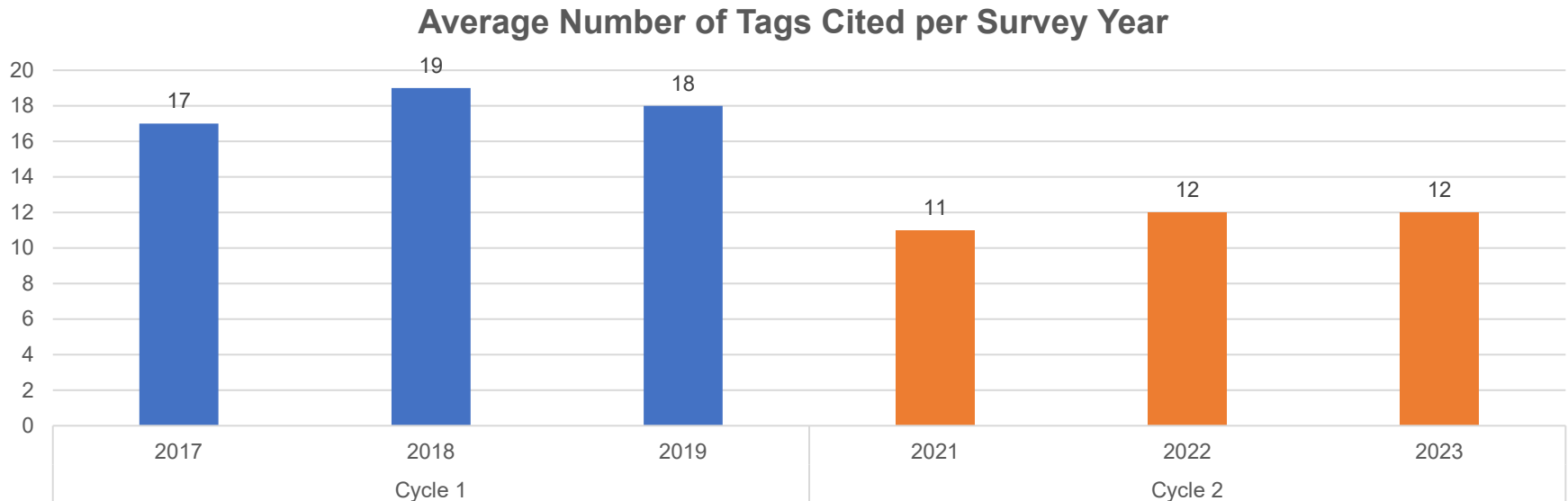
Number of Nurse Staffing Surveys Completed per Year



- During Cycle 1, **70** hospitals were surveyed between 2017 – 2019
- Hospitals surveyed in first year of Cycle 1 (2017) scheduled for first year of Cycle 2 (2021)
- For the third year of Cycle 2 (Jan. – June 2023), OHA surveyed **8** hospitals
- In 2023, the Oregon Legislature passed HB 2697, which removed OHA’s authority to conduct triennial nurse staffing surveys

Nurse Staffing Survey Data

- For the eight hospitals surveyed in 2023, the average number of tags cited was **12**, which was consistent with 2021 and 2022.
- In general, there were fewer tags cited in Cycle 2 than Cycle 1



Most Frequently Cited Tags in Cycle 2

Citation	Cited in 2023	Cited Cycle 2 (2021 – June 2023)
E604 – Nurse Staffing Documentation* : The hospital failed to maintain documentation showing the specialized qualifications and competencies for NSMs	100% (n = 8)	91% (n = 43)
E628 – NSP Requirement* : The hospital failed to implement a fully developed or complete NSP approved by the NSC	88% (n = 8)	93% (n = 43)
E630 – NSP Qualifications & Competencies* : The hospital failed to implement a hospital-wide NSP based on qualifications and competencies needed by nursing staff for each unit	88% (n = 8)	77% (n = 43)

**Note – This requirement is no longer enforced by OHA under the new hospital staffing law*

Most Frequently Cited Tags in Cycle 2 - Continued

Citation	Cited in 2023	Cited Cycle 2 (2021 – June 2023)
E638 – NSP Patient Acuity & Nursing Care Intensity* : The hospital failed to implement a hospital-wide NSP that was developed to recognize for each unit differences in patient acuity and nursing care intensity	75% (n = 8)	77% (n = 43)
E640 – NSP Minimum Numbers on Specified Shifts** : The hospital failed to implement a hospital-wide NSP that established minimum numbers of nursing staff required on specified shifts	88% (n = 8)	77% (n = 43)
E646 – NSP Tasks Unrelated to Providing Direct Care** : The hospital failed to implement a hospital-wide NSP that was developed to consider for each unit meal breaks, rest breaks, and other tasks not related to direct patient care	88% (n = 8)	81% (n = 43)

**Note – This requirement is no longer enforced by OHA under the new hospital staffing law*

*** Note – This requirement changed under the new hospital staffing law*

Hospital Staffing

- Parts of HB 2697 went into effect on September 1, 2023
- Between September 1, 2023 and December 31, 2023, OHA:
 - Received 70 hospital staffing complaints
 - Validated 20 hospital staffing complaints
 - Initiated investigations for 20 complaints at four hospitals
- Their first Investigation Reports under the new hospital staffing law were due and completed in January 2024

Hospital Staffing Resources:

Website: www.healthoregon.org/nursestaffing

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