

Workload Staffing Reports (Online)

2021

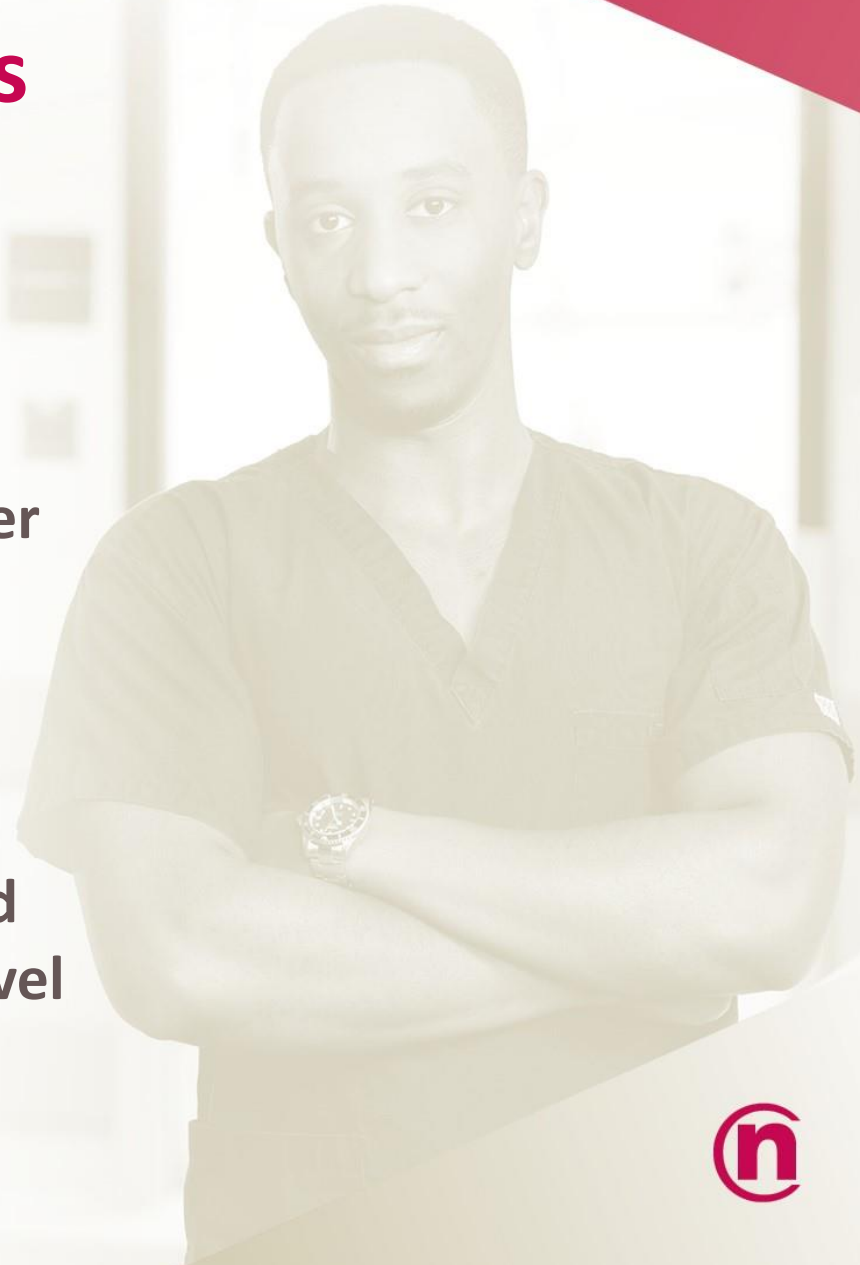
WSR Reminders

- From Collective Agreement Article 1103
- A joint union/management form
- A tool for MNU members to document workload and staffing concerns
- Used when quality patient/resident/client care may be jeopardized
- Documenting and attempting to resolve care concerns is part of nursing professional responsibility



Workload Staffing Problem-Solving Process

- Nurse discusses issue at unit/ward/program level
- Nurse discusses issue with the designated out of scope manager
- If issue unresolved, nurse(s) complete(s) WSR
- The objective is for dialogue and problem-solving at the initial level



Online WSR accessed 2 ways:

1. <https://workloadstaffing.manitobanurses.ca/>
2. Click on **SUBMIT WSR** button at top of MNU website
<https://manitobanurses.ca/>



Member Login

Member #

Password

[Login](#) [Forgot Password](#) [Forgot Member #](#)

New Member? [Staff Login](#)

- You need your MNU Member # and member portal password
- You need manager's work email address
- There are other required fields in order to submit online
- If you are unable to submit online for any reason, please submit paper form instead

Online WSR Landing Page

- Review information and tips found in middle of page
- Click on appropriate “Create New Report”:
 - +Acute Care
 - +Community Care**
 - +Long Term Care**
- Can also select “Recent Draft Report”, “In Progress Reports” or “Completed Reports”



Reminders

- Do not identify patient/client/resident/family or doctors
- Avoid abbreviations
- As you input information, you can click on “Save Draft” at any time to ensure you retain what you have entered if you get interrupted.
- All parties shall use WSRs as a tool in problem-solving and are expected to document respectfully.



General Information Required Fields

- Your first name and last name
- Work email preferred. Use personal email only if no work email address
- If work at more than 1 place, use work email for the facility/workplace involved
- Name of manager notified and their work email
- Date (and time) manager notified
- Health Care Region
- Local or worksite
- Date of situation



General Information...continued

- Employer
- Unit, program, area (be specific)
- Time of situation (start and end)
- Day of week
- Select shift type and length from dropdown menu
- Total # of beds, total # patients, total # of residents as requested



Staffing/Working Conditions

- Indicate if sick call, vacancy or other reason for staff shortage
- # of regular staff (baseline)
- # of actual staff
- For CRN or other nurse categories that are not provided, include them under the appropriate nurse designation
- “Other” category is for other staff (e.g. clerk)
- Indicate if any agency, casual, grad or float nurses (prn)
- Overtime, select “N/A”, “Yes” or “No”
- If OT, indicate how many nurses and how long
- Breaks, check off if “Missed” or “Late”



Planned vs Actual Workload Section

- This section is optional
- It's found on LTC and Community Care reports only
- It can be used to quantify the # or length of various activities
- How did the actual # or time spent vary from what was planned?
- If preferred, indicate "N/A" and explain in the Details section instead



Details of Unresolved Situation

- Provide a concise summary of how the unresolved situation affected your nursing practice/workload
- Was care compromised/not completed? Required, you must select “Yes” or “No”
- If enter “Yes”, required to indicate how care compromised (check box and explain)
- Select either “Isolated incident” or “Ongoing problem”



Patient/Resident/Client Care and Other Contributing Factors

- Check off factors that contributed to situation
- Add #s, where requested
- Add additional explanation/information under “Specify here”
- For any incidents/occurrences/RL6, include form #



Availability of Alternatives

- Provide details of the discussion with out of scope manager
- Select “Yes” or “No” and provide details of guidance provided by out of scope manager
- If additional staff provided, select category and provide details
- Were other measures implemented? Select “N/A”, “Yes” or “No”





Recommendations

- The nurse provides problem-solving recommendations
- Check off and explain strategies that could be utilized in the future
- Use “Other” for separate ideas
- Using your knowledge, skills and judgement, your professional opinion is stated



Nurse Signatures

- Can be “signed” by one nurse or several nurses
- Click “+ Add Signature” if more nurses agree to sign
- Any nurses signing, must verbally agree to have their name added
- Consent box must be checked for all nurse names, (including author) that agree to sign
- Agency nurses or non-MNU members do not sign
- Submit only 1 form per situation



Submitting a Report

- Click on “Submit Report” tab at top of page
- If any required information is missing, the missing information will be outlined in red or have a message in red, indicating what’s needed.
- Once submitted, you cannot edit your report
- You can select “Save Draft” if you do not finish
- Clicking “Cancel” will close the form
- Ensure that you log off



What Happens Once Submitted

- Nurse receives auto email notification that WSR submitted
- Local/worksites gets auto email with nurse name (author), form # and PDF
- Manager cited on WSR gets auto email with nurse name, form #, PDF of report and due date for response



Management Comments

- Manager email contains link to a submitted WSR
- Click on the link and scroll upwards to view entire form
- Manager will see whole form but unable to edit other than “Management Comments” section
- Review entire form, especially “Details of Unresolved Situation”, “Availability of Alternatives” and “Recommendations” sections
- Manager name will auto-populate “Manager” box, but can be changed if another manager is responding
- Type response in “Comments” box



Management Comments

- **Out of scope manager shall provide a written (typed) response as soon as reasonably possible and no later than 14 days after the form has been submitted.**
- **Response will outline the action(s) taken and any further actions to be implemented**
- **Indicate if not notified at time of situation**
- **Click on “Submit Response” tab at top of form**



After Manager Submitted

- **Manager gets auto email with PDF of completed report**
- **Manager forwards email with PDF to Director/CNO**
- **Manager forwards email with PDF to NAC Management co-chair**

- **Nurse receives auto email notification that manager responded**
- **Local/worksites receives auto email with form # and PDF**

- **Data from completed WSR becomes automatically accessible to MNU provincial office**



WSR Response and Status

- Nurse (author) logs into system to view manager response
- Nurse can view status of own WSRs any time by logging into online system
- Nurse can select “In Progress Reports”, “Completed Reports” or “Recent Draft Report”
- Online system retains record of individual nurse (author) reports



Ongoing Problem-Solving

- All WSRs are referred to NAC/UM meetings for discussion
- **Article 1103:** Nursing Advisory Committee (NAC) language outlines further follow-up actions if response unsatisfactory to the nurse(s)
- **Article 1104:** If issue remains unresolved from the perspective of the nurse(s), it may be referred to an Independent Assessment Committee (IAC) through NAC



For more information visit:
manitobanurses.ca/workload-staffing-reports

Questions can be directed to:
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