Updates for Friday, December 9, 2022

You Asked, We Listened - The lines of communication are open!
Below is a roundup that will be posted by managers every other Friday and posted to the Infonet as a communication tool available for all colleagues. Each edition will include a list of updates based on recent feedback leaders have received from colleagues. Current and previous editions of the update are also available on the Infonet, within the Just Ask button under Useful Links.

Please note, the list below does not include a status update on all the items in which leadership has received feedback, as some items may require longer term action plans. Any items which may need more time for a response will be addressed in a future Friday update or reviewed in more detail during future Town Hall meetings.

Communication:
- Just Ask is an online form that colleagues can access via the QR code. Questions and comments can be submitted anonymously or contact information can be provided for a personal response from a member of leadership. All feedback and questions will be addressed through ongoing communication.

- The next series of Town Hall meetings will be scheduled in the month of January. Links will be distributed by email and posted to the Infonet. If there are any questions or suggestions for topics you would like addressed in upcoming Town Halls, please submit through Just Ask. More information to follow.

TOWN HALL MEETING FOLLOW UPS

Nursing:
- The local, regional, and national nursing shortage is unprecedented. Recruitment of RNs is challenging, however, efforts continue. The higher nurse-to-patient ratios that have been experienced is not the philosophy of Saint Francis leadership. We are in the process of looking at CNA staffing levels in the organization. LPNs have been returned to the acute care setting as licensed assistive staff for RNs to bring some relief to these higher ratios. Travelers are being recruited and several have been brought back into the float pool, the ED, and Critical Care.

- While several initiatives have been in place for several months, we are now seeing them take effect. Some of these include:
  o Contract labor to continue to supplement staffing.
  o There are currently 103 nurses on orientation, and 64 RNs and 11 LPNs came off orientation in October and November.
  o New Partners in Care Model with LPNs
  o Improving patient throughput, including level-loading the OR schedule, anticipating weekend staffing needs, and capping beds.
Compensation:
- A multi-disciplinary Retention Committee is being formed. Select invitations for the committee will be sent to colleagues by December 9, 2022, and the first meeting will be scheduled by December 30, 2022.

Safety:
- Linen concerns are being addressed, including improved staffing and working closely with the linen vendor. During this period of adjustment, if there are immediate concerns, please contact Linen Services at x48355 or EVS (24/7) at x44047 during off-hours.
- As a reminder, you asked for the removal of the temperature screening devices at all entrances. They are scheduled to be removed from all entrances on December 31. Please complete the Healthstream assignment, which consists of a very brief review of the policy and acknowledgment of review.

Additional Items:
- **TogetherCare Training**: The TogetherCare implementation methodology requires anyone who needs Epic access to receive in-person training, regardless of if colleagues have been a super user locally or supported in another other wave go-live. We are working to obtain clarity around training sessions and locations. More information will be forthcoming.

**JUST ASK FOLLOW UPS**

Parking:

- **Campus Parking**: Currently, colleagues with 11 years or more of continuous service have been brought back to on-campus parking, with the latest cohort of over 100 returning at the end of October. Capacity data is being reviewed and monitored regularly and additional colleagues will be brought back to campus as space allows. (Biancha Mathieu, Director of Finance and Operations)
  - **Woodland Street Garage**: Currently colleagues with 35+ years of service are parking in the Woodland Street Garage. As on-campus parking continues to be evaluated, space in the garage will be evaluated and adjusted based on years of service. When the Collins Street Garage was urgently closed, the initial determination of colleagues parking in the Woodland Garage was not based on years of service but was determined by each department’s leaders. As capacity was evaluated in order to return additional colleagues to on-campus parking, it was determined that years of service was the most objective approach and that criteria has been followed since. This may account for some inconsistency in how parking was assigned initially.
  - **New Parking Garage**: Colleague parking in the new parking garage has not yet been discussed, but those conversations will begin as the construction phase of the new garage begins. Construction is expected to begin in January 2023.
  - **Parking Inquiries**: If colleagues have questions or concerns regarding their current parking assignment, please complete the inquiry form found at trinityhealthofne.org/parking-inquiry.

Staffing:

- **First Choice Assignment**: First Choice is our flexible regional workforce, similar to an agency or per diem pool. When a colleague is hired into First Choice, they commit to how many facilities they will float between within Trinity Health Of New England. The First Choice leaders assign RN staff based on staffing needs determined by vacancies, patient acuity, and volume. First Choice nurses may pick up just in time staffing needs or sign up for long term assignments based on needs and skill set of the nurse. Saint Francis Hospital has several First Choice
nurses in longer-term assignments, and they pick up for just-in-time staffing needs. (Vernette Townsend, Chief Nursing Officer)

- **Labor and Delivery Bonuses**: The Labor and Delivery unit and team are highly specialized. Excellent care is always provided to mom and baby. There are guidelines for issuing the level of bonus used for a shift in all clinical care areas. The guidelines depend on the number of nurses short per shift. The highest tier, Tier 3+, is used when the shift is short three or more RNs. The nurse director notifies the CNO of this staffing gap on the shift and the highest tiered bonus is approved. (V. Townsend)

- **Labor and Delivery Secretaries**: The job description of Labor and Delivery Unit secretaries will be reviewed by the CNO and nurse director. (V. Townsend)

- **Overtime**: The need for overtime is always at the discretion of the department manager. It is allowed in any department where the responsibilities of that department cannot be met safely related to a staffing shortage for the shift. If a colleague has the skill set to work in another department, they may. The manager of the colleague’s home department should be aware of the overtime to be worked in another department. (V. Townsend)

**Compensation:**

- **Laboratory**: Opportunities to adjust compensation, differential, and other opportunities across the board are being explored. Leadership will be working with Lab leaders to assure Saint Francis remains competitive in the market. (Michelle Morgan, Director of Human Resources – Hartford)

- **Performance-Based Raises/Bonuses**: Trinity Health Of New England does not currently offer merit-based increases. While the timing of the 2% across the board increase may come shortly after an evaluation, they are two separate events. Merit-based increases have been brought forward as a recommendation and is under discussion. (M. Morgan)

- **PTO Carryover for the Drop-In Plan**: While there have been exceptions made to allow more carry over hours in the last couple of years, there is no exception for 2022. Colleagues in drop-in plans have until December 31, 2022 to use any PTO in excess of 40 hours. 2023 PTO will be dropped into the PTO bank in the first paycheck of January in addition to any carry over hours (up to 40 hours.) (M. Morgan)

- **Insurance**: Each year, Trinity Health evaluates benefits for market value and administration efficiency. At this time, there is no planned change with the current carrier. (M. Morgan)

**Safety:**

- **COVID-19 Vaccine Policy**: Once generally available through the phased-approach, colleagues and their dependents enrolled in a Trinity Health medical plan are strongly encouraged to receive the COVID-19 vaccine and can do so at no charge. Being up-to-date on boosters, including the Bivalent vaccine, is the best way to prevent disease in you and your close contacts. In addition:
  - mRNA vaccines are documented as having the same safety and effectiveness standards as every other vaccine produced in the United States and are approved or authorized by the FDA. The Comirnaty and Spikevax products are approved for COVID-19, and the Janssen, Moderna, Novavax, and Pfizer vaccines (including Bivalent) are authorized for emergency use. None are considered experimental. The data supports the use of each product.
  - All colleagues are encouraged to be vaccinated as it is part of the public health effort to reach population-level immunity. The effort is not simply about lost workdays or transmission to colleagues, but importantly about protecting the families and communities of our colleagues as well. The policy can be reviewed at the HR4U website.
  - Independent steps to assure safety during this pandemic through the U.S. Food and Drug Administration, Emergency Use Authorization approvals have been followed, and vaccination is the best way to reduce illness from COVID-19. (David Shapiro, Chief Medical Officer)
- **ED Stretchers**: ED stretchers and any others that have scales are inspected annually, however, there may be maintenance or repairs that must occur at any time. Any stretcher that is not working properly should be reported to Clinical Engineering. Please escalate any issue to your manager so a work order can be placed through the Infonet, under Fill-In Forms and Trinity Health Clinical Engineering Work Request. (B. Mathieu)

- **Laboratory Cleaning**: The laboratory floors are currently being cleaned in stages. A plan developed between Laboratory and EVS leadership for ongoing maintenance has been created and will be managed by leaders from both of these departments. Any lab cleanliness issues should be escalated to the department manager. (B. Mathieu)

**Additional Items:**

- **Weekend Town Halls**: A suggestion was made to hold a Town Hall during a weekend shift. During the next series of Town Hall meetings in January, a virtual weekend option will be made available. (Tom Burke, President)

- **CJRI**: Several inquiries were received regarding CJRI and our Orthopedic Service Line. We remain committed to the ongoing success of CJRI and the Orthopedic Service Line. A special session Town Hall with hospital leadership will be scheduled the week of December 12. More details to follow. (T. Burke)

- **Mount Sinai Vital Carts**: New vital care carts will be implemented at Mount Sinai with the launch of TogetherCare. (V. Townsend)