



Tina Kotek, Governor

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Nurse Staffing Advisory Board – Quarterly Meeting Agenda

Presiding Co-Chair: Uzo Izunagbara

Date: July 26, 2023

Time: 1:00 PM – 5:00 PM

Location: Remote only

To receive meeting login information, please register for the meeting here: https://www.zoomgov.com/meeting/register/vJltf-qrrj8sEsljYpMWASskDA fFKdE6dg

Note for virtual meetings: OHA will open the Zoom meeting 15 minutes prior to the meeting's official start time. You may be required to wait in the Zoom waiting room or receive a message that the meeting has not yet started if you attempt to join the meeting before this time. If you are unable to join the meeting after this time, please contact the meeting host at the email or phone number provided below.

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		Uzo Izunagbara
1:00 PM – 1:05 PM	Item 2 - Minutes	 April 2023 Meeting Minutes 	Kimberly Voelker

NSAB AGENDA Last revised 07/13/2023

1:05 PM – 1:15 PM	Item 3 – Membership & meeting updates • Welcome new member • Open board positions • Required training reminder • Reminder – hybrid in person/virtual meeting in October		Kimberly Voelker
1:15 PM – 2:00 PM	Item 4 – In-Person Meetings & TRIPS	TRIPS reimbursement slides	Kimberly Voelker
2:00 PM – 2:25 PM	 Item 5 – Status Updates Nurse Staffing Waivers Nurse Staffing Surveys Nurse Staffing Complaint Investigations Nurse Staffing Revisits 	 Waiver dashboard Survey dashboard Complaint dashboard Revisit dashboard 	Kimberly Voelker
2:25 PM – 3:25 PM	 Item 6 – HB 2697 Overview Implementation planning Rulemaking process Hospital Staffing Webinars 	Overview & Next Steps Slides	Dana Selover, Anna Davis, and Kimberly Voelker
3:25 PM – 3:30 PM	Item 7 – Break		

3:30 PM – 4:05 PM	Item 8 – Committee updates • NSAB Rules Review Committee	 Rules Review Committee Slides 	Kimberly Voelker
4:05 PM – 4:25 PM	Item 9 – Annual Legislative Report • Legislative Report Background • Topics to cover • Timelines	Annual Legislative Report slides	
4:25 PM – 4:45 PM	Item 10 – Emerging issues in nurse staffing NSAB members raise new issues that are emerging as nurse staffing concerns across the state		
4:45 PM – 5:00 PM	Item 11– 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: October 25, 2023: 1:00 PM - 5:00 PM

o In-Person at: Portland State Office Building

800 NE Oregon Street, Room 177

Portland, OR 97232

o Online at:

https://www.zoomgov.com/meeting/register/vJltdeysqjloG6ATA98V0LnsDz0FBEgQzPg

Nurse Staffing Advisory Board Quarterly Meeting Agenda July 26, 2023

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.

PUBLIC HEALTH DIVISION, Center for Health Protection Health Care Regulation and Quality Improvement Section Health Facility Licensing and Certification Program

Tina Kotek, Governor



Survey & Certification Unit

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Oregon Nurse Staffing Advisory Board (NSAB) Wednesday, April 26, 2023

Wednesday, April 26, 2023 1:00 PM – 3:15 PM http://www.healthoregon.org/nursestaffing ailbox.nursestaffing@odhsoha.oregon.gov

Meeting Minutes

Cochair	Uzo Izunagbara, DNP, MSN, MHA, RN (presiding)
Members present	Jenni Word, RN; Barbara Merrifield, MSN, RN; Joel Hernandez, RN; Kelsey Betts, RN; Shannon Edgar, RN, MBA; Lace Velk, RN; Mariah Hayes, MN, RN, NE-BC; Todd Luther, RN, CEN; Becky Wise, RN
Members absent	Chandra Ferrell, CNA
PHD staff present	Dana Selover, MD, MPH; Anna Davis, JD; Kimberly Voelker, MPH; Wendy Edwards; Austin Schmidt; Karyn Thrapp; Tip McIntosh

Guests present	Kyle Furukawa (Good Shepherd); Donell Owens (Kaiser Sunnyside);
	Lori Oliver (Legacy Randall Children's Hospital); Danielle Meyer
	(OAHHS); Erica Swartz (OHSU); Christy Simila, Therese Hooft (ONA);
	Deidre Green (retired); Shauna Cline (Saint Alphonsus Baker City);
	Anna LaRosa (Saint Alphonsus Ontario); Jennifer Peterson (St.
	Anthony); Rocio Ceja-Bolanos (Virginia Garcia MHC)

Agenda Item 1	Call to Ord	er

The meeting was conducted as an online Zoom meeting with computer and phone audio options. The meeting was called to order and members were notified that the meeting would be shorter than usual. Board co-chair greeted board members.

Agenda Item 2 Minutes

Board co-chair asked whether there were any edits, corrections, or questions about the minutes from the January 2023 Quarterly NSAB meeting.

Motion to approve January minutes as written: Lace Velk

Seconded: Mariah Hayes

Motion passed.

- K. Voelker updated the board on members who completed their first term and were eligible for a second term. K. Voelker provided clarification on how to reapply through Workday. They listed the members eligible for renewal.
- K. Voelker stated there were vacancies for a nurse manager co-chair and for a nurse manager member. Direct care members were also encouraged to apply for the board because applications will be valid for two years and having applications in the pool is useful when vacancies arise.
- K. Voelker presented a slide about Board Member Compensation and encouraged board members to reach out if they had any questions.
- A. Davis provided updates on the open position for a nurse staffing surveyor.
- K. Voelker updated the board that the NSAB was moving to in-person meetings twice per year.

Board co-chair asked the board for feedback on moving to in-person meetings.

Board member stated that they would like hybrid meetings and in-person meetings, as long as they had enough time to plan for work schedules and travel.

A. Davis clarified that any members unable to attend in-person were always welcome to join the meeting remotely.

Board co-chair asked OHA to plan the NSAB October meeting as a hybrid meeting.

Board member asked why the April 2023 NSAB meeting was shorter than normally scheduled.

- A. Davis informed the board about pending nurse staffing legislation that could significantly change the current nurse staffing law. OHA had decided not to invite any guests to speak to the current law because the legislation could change those requirements. Further, guests could not speak to the pending legislation as pending legislation may be changed in the legislative process.
- K. Voelker stated that usual agenda items were given the same amount of time as previous meetings.

Agenda Item 4 2023 Legislative Session and Status Updates

K. Voelker suggested that the 2023 Legislative Session agenda meeting be tabled until D. Selover could join the meeting.

Board co-chair moved the meeting along to agenda item 5 (Status updates).

2023 Legislative Session

Meeting returned to agenda item from agenda item 7 (Nurse staffing surveyors discusses survey activities).

D. Selover provided updates on the 2023 Legislative Session and explained OHA's that OHA reviewed bills that could impact its work and that OHA had no position for or against any bills except those sponsored by the agency. HB2697, which proposed changes to the current nurse staffing law, had been moved to Joint Ways and Means Committee because it had a fiscal impact.

Board member asked D. Selover if they felt HB 2697 was straightforward and unambiguous.

D. Selover answered that there were some areas in the bill where additional clarity was likely needed.

Board member asked if there were updates on civil monetary penalties (CMPs) under the current law after OHA had spoken with Department of Justice (DOJ).

- D. Selover stated there were no updates at this time.
- A. Davis stated that there were more complications to issuing CMPs than originally foreseen by OHA and the NSAB, and OHA was working through DOJ's recommendations.

Board member asked if there was a possibility to speak with DOJ on how to interpret or enforce HB 2697, if it passed.

D. Selover explained that OHA provides their analysis to legislators and that the DOJ is available to help interpret legislation.

There were no additional questions or comments about the 2023 Legislative Session.

Agenda Item 5	Status Updates

Nurse Staffing Surveys

K. Voelker presented the Nurse Staffing Survey dashboard, which included information about the number of hospitals surveyed and Plan of Correction (POC) status for surveys completed in Cycle 2 (2021 – 2023). They also clarified a typo for the board.

Board co-chair asked why the dashboard showed 14 hospitals with accepted POCs and 15 hospitals with approved POCs.

K. Voelker acknowledged this typo and clarified that 15 hospitals had accepted POCs. They also explained that of the 41 hospitals surveyed, 35 had completed or were in the process of completing on their POCs. The other six hospitals were awaiting their survey reports.

Board co-chair asked about the continued value of the NSAB's current work and procedures, knowing that the law may be changed in the coming months.

A. Davis stated it was premature to discuss what might be done in the future and that the NSAB and OHA would discuss next steps after any legislation had passed.

There were no further questions about the survey dashboard.

Nurse Staffing Complaint Investigations

K. Voelker presented the Nurse Staffing Complaint Investigations dashboard, showing the number of investigations completed since 2016, number of investigations with one complaint or multiple complaints, percentage of how many allegations were substantiated, and the number of hospitals investigated since the January 2023 NSAB meeting. They also presented the status of POCs for completed complaint investigations.

K. Voelker explained that OHA had developed a backlog of complaints due to survey pauses in 2020 and 2021. They noted that OHA had made strides to catch up on its backlog.

Board member asked for the timeframe in the complaint dashboard and how many complaints had been investigated.

K. Voelker answered that 126 complaints had been investigated between 2016 and April 18th, 2023. They stated that OHA had almost eliminated its backlog.

A. Davis reiterated that the complaint dashboard showed all complaints investigated from 2016 to present day. They also noted that when the law changed in 2015, OHA did not have the resources to conduct all required nurse staffing activities.

K. Voelker also mentioned that the NSAB originally recommended prioritizing surveys over complaint investigations.

Board co-chair asked about feedback OHA received from DOJ related to the complaint backlog.

A. Davis answered that OHA is unable to disclose that information because it would result in OHA waiving its attorney-client privilege. They reiterated the difficulty of surveying each hospital once every three years and investigating all complaints within 60 days. They stated that DOJ would likely not be able to give advice on which requirement to meet because they were both requirements in statute.

Board co-chair asked surveyor vacancies and how that affected meeting requirement timelines.

A. Davis noted the legislature provided more funds in 2021 to hire additional surveyors, but that it took time to hire and train surveyors; additional funding improves the backlog, but the improvements take time.

Board member sympathized with the long training period and wondered about promoting surveyor retention. They also recommended prioritizing complaints over triennial surveys.

Board member supported the idea of reprioritizing nurse staffing complaints over triennial surveys.

Board member also supported the idea of prioritizing complaints over surveys.

There were no additional questions or comments about complaints.

Nurse Staffing Revisits

K. Voelker presented the Nurse Staffing Revisit dashboard, which reflected information about revisits combined with full nurse staffing surveys, how many hospitals have had repeat noncompliance citations, standalone revisits, and how many hospitals had passed their revisits or were in the POC process.

There were no questions or comments about revisits.

Agenda Item 6

Committee Updates

Rules Review Committee

K. Voelker updated the board on the Rules Review Committee activities and stated that one or two more meetings would be needed for the Committee to complete its task as described in the committee charter.

Board member asked about the relationship between the Rules Review Committee and the Rules Advisory Committee (RAC).

A. Davis explained that the Rules Review Committee was generating ideas for a future RAC, which would be composed of board members and other affected parties, including individuals representing communities likely to be affected by the rules. They provided more information about the RAC process.

K. Voelker noted that the RAC process included the public submitting comments and OHA responding to those comments.

There were no additional questions or comments related to the Rules Review Committee.

Agenda Item 7 Nurse Staffing Surveyor(s) Discusses Survey Activities.

Nurse staffing surveyors, W. Edwards ,K. Thrapp, and A. Schmidt, introduced themselves to the board.

Board co-chair asked for A. Schmidt to clarify whether they were the only dedicated nurse staffing surveyor.

A. Schmidt clarified that they only do nurse staffing work, while the other surveyors also do federal and state work unrelated to nurse staffing.

Board member asked for an update on the onsite unit interviews and OHA's ability to speak to direct care nurses during the surveys.

W. Edwards explained that from their experience, there hadn't been a change in OHA's process.

A. Schmidt answered that the SurveyMonkey's are built with intention of having bedside nurses and other staff able to voice their concerns because OHA was not able to talk to everyone while they were onsite.

Board co-chair asked surveyors if they had any difficulty finding a charge nurse or other primary staff with substantial knowledge about nurse staffing practices. They expressed preference for onsite interviews over survey questionnaires.

W. Edwards explained that prior to the survey, OHA provides information about the type of information that will be needed during the survey and that OHA will need to interview a direct care nurse who is familiar with the nurse staffing plan and daily staffing. Usually, when arriving that the unit, there is somebody made available to speak with the surveyors.

Board member asked if surveyors ask the interviewee they speak with for their name, role, and duration of employment. They also asked whether the surveyor knew if the interviewee was a traveler nurse.

W. Edwards answered that surveyors are provided this information during the interview.

Board member expressed concern about the hospital selecting the direct care nurse who OHA interviews.

K. Thrapp clarified that the onsite interview has always involved interviewing a direct care nurse who works on the unit about the staffing plan, staffing processes, and daily practices. K. Thrapp further explained their experience about the interview process. They also reminded the board that surveyors do not include hospital leadership staff in the direct care interview.

Board co-chair asked whether OHA saw complaints about noncompliance for units that had recently received a nurse staffing survey.

K. Voelker explained that complaint investigations are often combined with a full nurse staffing survey when they are submitted before the survey begins. They clarified that OHA has not experienced a situation where they had conducted a survey, then shortly thereafter received a complaint that OHA had missed noncompliance during that survey.

A. Davis agreed that OHA had not seen this situation.

Board co-chair thanked OHA for providing more information about consistency during the survey process. They asked nurse manager members for their insight on the nurse staffing process.

Board member stated they were not involved their hospital's recent survey, so they do not have any context from a nurse leader standpoint.

Board member also stated that their unit was not selected for survey at their hospital, so they do not have any feedback on how Cycle 2 procedures were different from Cycle 1.

Board member noted their hospital had not yet received its Cycle 2 survey.

Board co-chair asked surveyors if they had noticed any trends related to the Public Health Emergency (PHE) and whether hospitals were still using crisis standards of care and facility disaster plans.

K. Thrapp answered that they personally had only conducted one nurse staffing survey since December 2022, but stated that since then, hospitals were operating under their regular nurse staffing plans.

W. Edwards expressed that the last two nurse staffing surveys that they personally conducted, the hospitals were operating under their usual nurse staffing plans.

Board co-chair noted that they had heard hospitals using non-patient care units to address high census without going through the nurse staffing committee. They asked whether this was reflected in nurse staffing reports.

- K. Thrapp answered that they did not see this practice at the hospital they had surveyed in 2023.
- W. Edwards answered that they had not seen that practice in the two surveys they had completed in 2023.
- A. Schmidt stated that they had not seen that practice on the nurse staffing surveys they had been on.
- A. Davis noted that some units that had overflow spaces within their nurse staffing plans.

Board co-chair expressed concern that overflow units were being missed during the nurse staffing surveys since surveyors may not know they existed unless a staff member told them during the survey.

K. Thrapp explained OHA's process for identifying spaces where nurses were assigned to provide direct patient care and whether those places had a nurse staffing plan. They explained that surveyors intentionally elicit that information through a variety of ways for oncampus and off-campus before they select which units to survey. Because of this selection process OHA identifies where care is happening even if that is not a unit covered by a nurse staffing plan.

Board co-chair suggested surveyors directly ask whether the hospital was using any overflow spaces.

Board member expressed concern about changes to staffing practices that were not approved by the nurse staffing committee, particularly as it related to overflow units.

Board members thanked the surveyors for their time.

Agenda Item 8 Emerging Issues in Nurse Staffing

Board co-chair initiated a round robin with K. Voelker facilitating time and asked the board whether they had experienced any changes in nurse staffing practices in preparation of the public health emergency ending May 11th.

Board member, J. Word, answered there were no changes made and they had not deviated from their approved plan during the pandemic

Board member, K. Betts, answered that they were still seeing a large use of traveler nurses in their facility.

Board member, J. Hernandez, cited issues their facility faced such as missed breaks, short staffing, and issues with their staffing plan.

Board member, L. Velk, noted that they had experienced their hospital making unilateral decisions related to patient placement and staffing. They expressed concern that these issues would continue after the end of the PHE.

Board member, T. Luther, answered that their facility was currently using their pre-pandemic staffing plan.

Board member, M. Hayes, stated their traveler staff numbers were lower than before.

Board member, S. Edgar, answered that both of their campuses were working within their nurse staffing plans. They stated they were still using traveler nurses because it was difficult to recruit nurses in rural areas.

Board member, B. Wise, answered that their facility was no longer using emergency staffing and echoed the issue for rural health care and its reliance on city health care staffing.

Board member, B. Merrifield, answered that their facility had remained within their nurse staffing plan and that they had lowered their use of traveler nurses.

Board co-chair answered that they have been noticing the on-off nature of the overflow units and stated that there was a lack of preplanning regarding patient safety.

Agenda Item 9 Public Comment

- K. Voelker initially reminded the board and the public that each comment had a time limit of two minutes.
- K. Furukawa was called to make a public comment but was no longer present in the meeting.
- K. Voelker invited those who wish to make a public comment to post in the chat.

There was no comment.

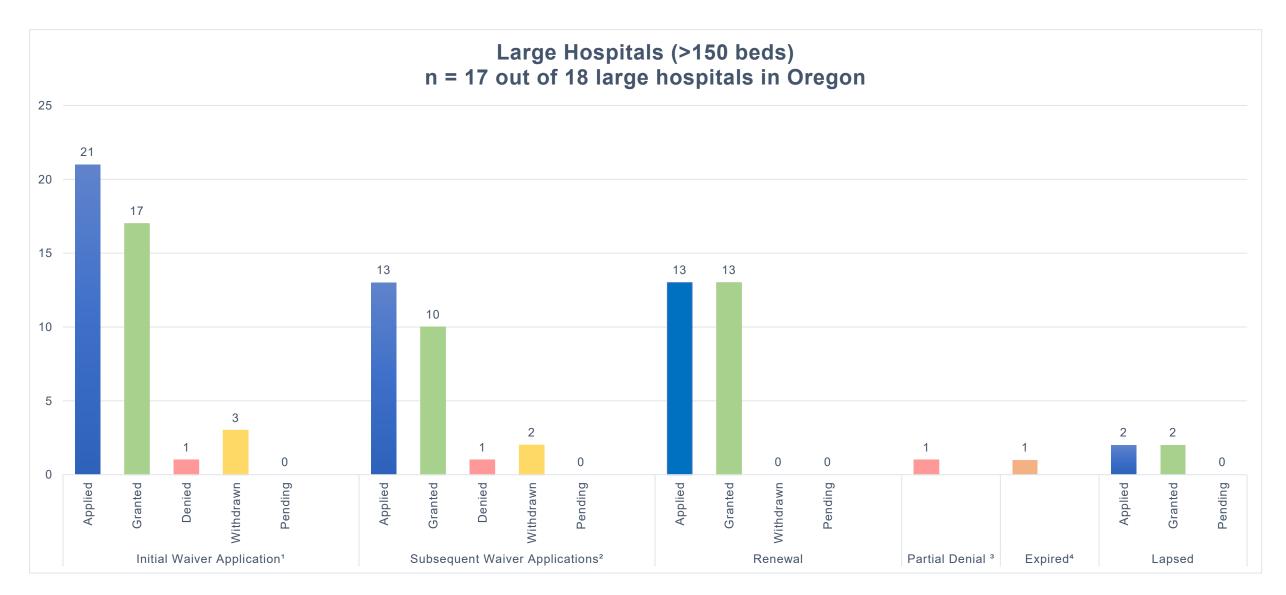
Board co-chair thanked the board and adjourned the NSAB meeting.

Agenda Item 10 | Meeting Adjourned

These draft minutes have not yet been approved by the NSAB

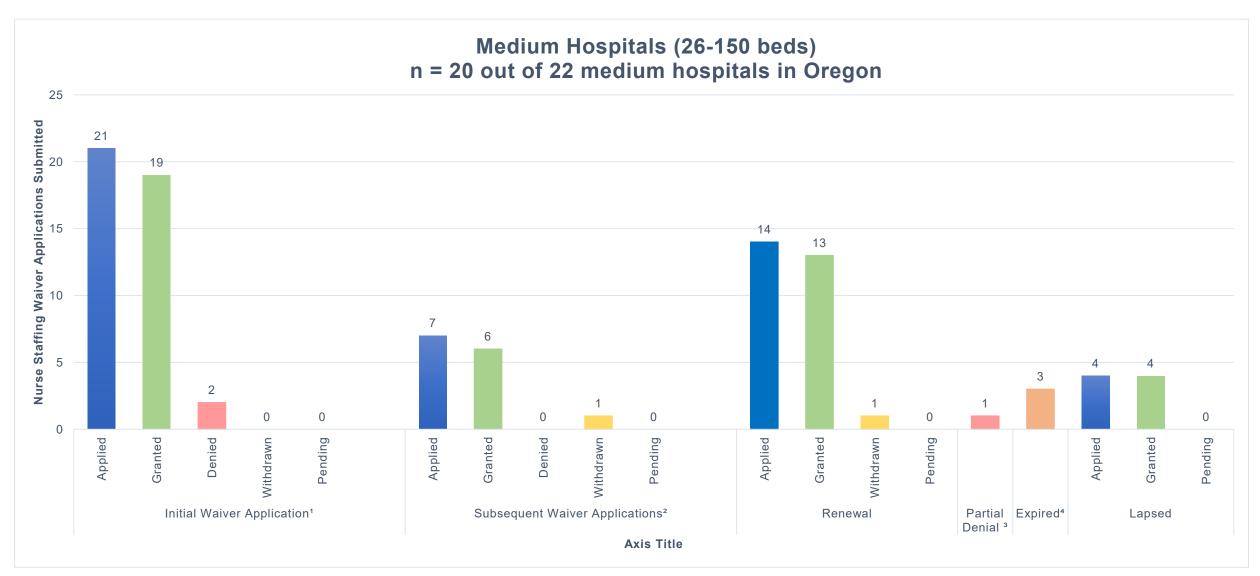
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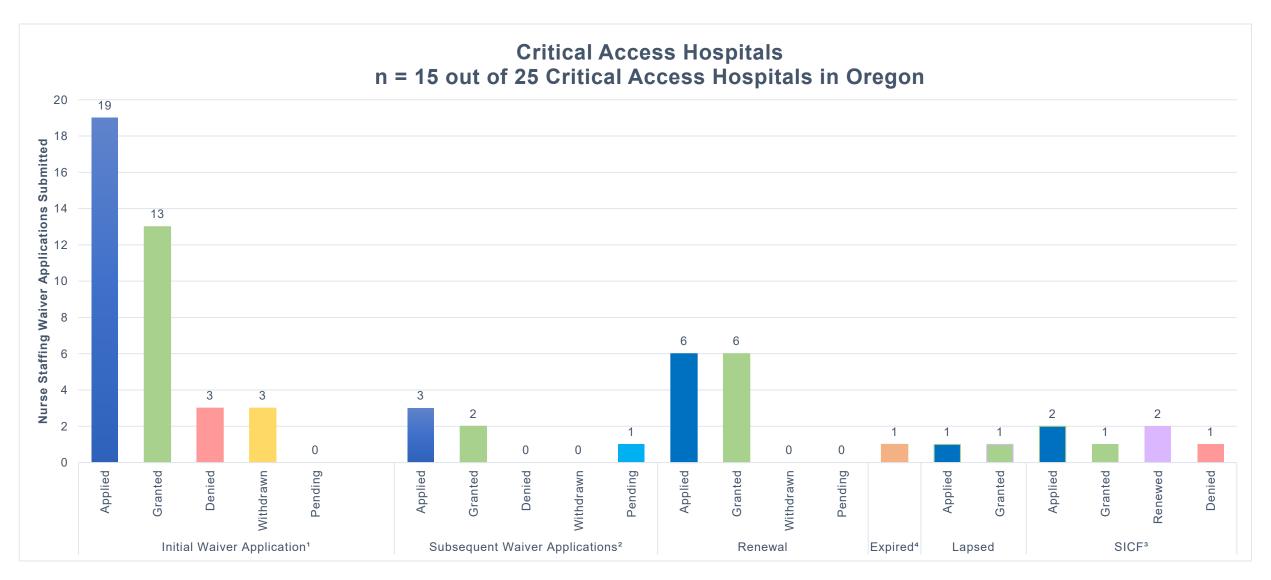
¹ Refers to the initial nurse staffing waiver application submitted to OHA and eligible to receive a new waiver expiration date; a hospital may have a second waiver considered "Initial" if the first waiver application was denied. A hospital may request multiple units to be covered under an initial request ² Refers to those applications submitted after an initial waiver has been approved. If a subsequent waiver is approved, it is given the same expiration date as the initial waiver. Subsequent waiver applications may request multiple units be covered ³ Partial denial refers to those applications that request multiple units, with at least one unit in the waiver application being approved for waiver and at least one unit being denied. ⁴ Refers to waivers that exceeded the waiver's expiration date without the hospital submitting a renewal request. OHA sent a reminder to all facilities about nurse staffing waivers in August 2020 via the nurse staffing listserv.

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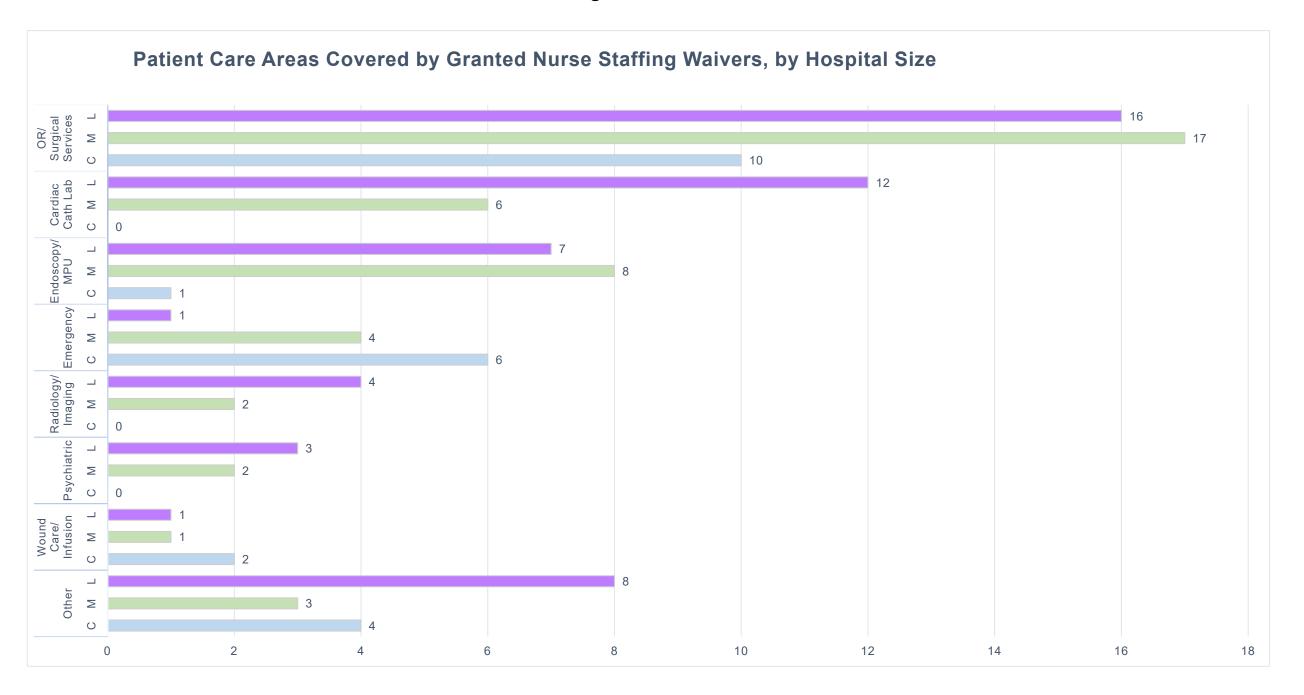
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Hospitals with waivers expiring in 2023

12

 Hospitals with waivers that expire in September

9

 Hospitals with waivers that expire in October

Nurse Staffing Surveys: At a Glance

16 Hospitals

 Hospitals with an accepted POC for a full nurse staffing survey in Cycle 2 (2021 - 2023)

242 Days

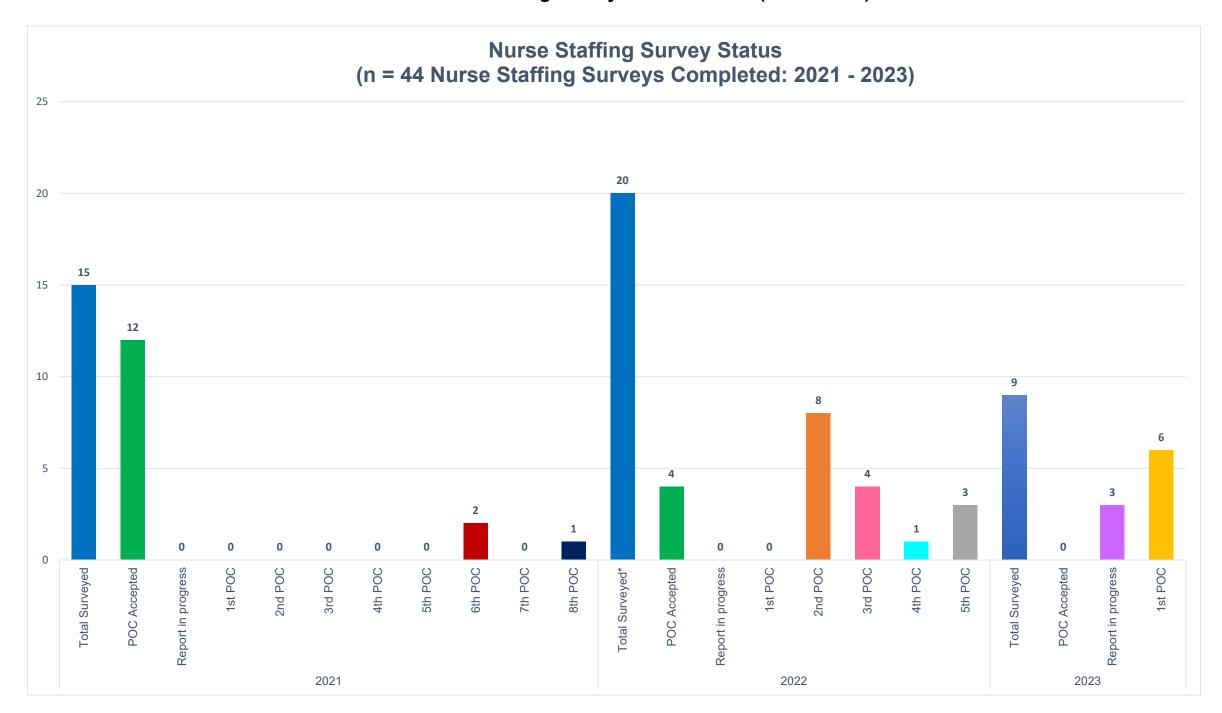
 Average number of days from survey entrance to POC approval (just under eight months). In Cycle 1 (2017 - 2019), the average number of days to POC approval was 310 (about ten months).

3 POCs

• Of the 16 hospitals with accepted POCs, the average number of POC submissions was 3. In Cycle 1 (2017 -2019), the average number of POC submissions was 4.

6 Surveys

 OHA has conducted six full nurse staffing surveys since the April NSAB meeting.



#	Hospital	City	Status	Entrance Date	Report due (30 business days after exit)	Report Mailed	POC Due (30 business days after report received)	POC received by OHA	OHA POC Review Due (30 business days after POC received)	POC Approved	Survey to POC Approved
1	Shriners	Portland	Revisit: Passed	3/22/21	5/13/21	5/13/21				6/28/21	71
2	Sacred Heart Riverbend	Springfield	Revisit: Passed	10/5/21	12/1/21	12/1/21				5/11/22	157
3	Samaritan Albany	Albany	Revisit: Passed	6/16/21	8/10/21	8/10/21				6/21/22	265
4	Legacy Emanuel	Portland	Revisit: POC in progress	4/12/21	6/4/21	6/4/21				12/16/21	179
5	Santiam Memorial	Stayton	Revisit: POC in progress	6/29/21	8/23/21	8/23/21				6/2/22	243
6	Curry General Hospital	Gold Beach	Revisit: POC in progress	6/30/21	8/24/21	8/24/21				5/5/22	221
7	Sacred Heart University District	Eugene	Revisit: POC in progress	12/7/21	2/2/22	3/21/22				7/13/22	
8	Asante Ashland	Ashland	Revisit: Report in progress	12/14/21	2/9/22	4/12/22				8/17/22	177
9	Samaritan Lebanon	Lebanon	Pending Revisit	5/18/21	7/13/21	6/24/21				8/31/22	336
10	Legacy Mt Hood	Gresham	Pending Revisit	10/18/21	12/9/21	12/9/21				11/18/22	285
11	Legacy Silverton Hospital	Silverton	Pending Revisit	1/18/22	3/11/22	4/5/22	2.			11/23/22	222
12	OHSU	Portland	Pending Revisit	3/30/21	5/21/21	5/21/21				12/6/22	441
13	St Charles Bend	Bend	Pending Revisit	4/19/22	6/13/22	6/17/22	2			12/6/22	166
14	Providence Willamette Falls	Oregon City	Pending Revisit	11/2/21	1/14/22	1/13/22				1/6/23	309
15	Columbia Memorial Hosp	Astoria	Pending Revisit	3/9/22	6/14/22	6/29/22	2			3/28/23	275
16	Harney District Hospital	Burns	Pending Revisit	5/3/22	6/27/22	7/15/22				6/2/23	284
	Adventist Health Tillamook	Tillamook	Eighth	8/10/21	10/13/21	10/13/21	6/9/23	6/7/23	7/21/23		
18	Samaritan North Lincoln	Lincoln City	Sixth	7/20/21	9/13/21	9/15/21	6/2/23	6/2/23	7/18/23		
19	Coquille Valley	Coquille	Sixth	11/16/21	1/13/22	1/31/22	8/1/23				
20	Peace Harbor	Florence	Fifth	1/18/22	3/11/22	4/15/22	7/14/23	6/9/23	7/25/23		
21	Providence St Vincent	Portland	Fifth	3/21/22	5/12/22	5/12/22	6/22/23	6/6/23	7/20/23		

Last Revised 07/10/2023 - * Report due dates are projected based on survey exit dates; may be extended if additional information is needed from hospital after onsite portion of survey

#	Hospital	City	Status	Entrance Date	Report due (30 business days after exit)	Report Mailed	POC Due (30 business days after report received)	POC received by OHA	OHA POC Review Due (30 business days after POC received)	POC Approved	Survey to POC Approved
22	St Charles Prineville	Prineville	Fifth	3/28/22	5/19/22	5/20/22	7/14/23	6/13/23	7/27/23		
23	Samaritan Pacific Community Hosp	Newport	Fourth	5/31/22	7/25/22	7/29/22	6/22/23	6/22/23	8/4/23		
24	Grande Ronde Hospital	LaGrande	Third	5/31/22	7/25/22	8/18/22	5/16/23	5/15/23	6/28/23		
25	Providence Hood River	Hood River	Third	8/30/22	10/24/22	10/27/22	6/16/23	6/2/23	7/18/23		
26	Mercy Medical Center	Roseburg	Third	8/9/22	10/3/22	10/12/22	6/6/23	6/7/23	7/21/23		
27	PeaceHealth Cottage Grove	Cottage Grove	Third	8/29/22	10/21/22	10/21/22	5/9/23	4/21/23	6/5/23		
28	Lake District Hospital	Lakeview	Second	6/7/22	8/1/22	9/16/22	3/7/23	5/10/23	6/23/23		
29	Providence Milwaukie Hospital	Milwaukie	Second	8/16/22	10/10/22	10/18/22	4/5/23	4/5/23	5/17/23		
30	Willamette Valley Medical Center	McMinnville	Second	9/13/22	11/4/22	11/16/22	4/12/23	4/12/23	5/24/23		
31	Salem Health West Valley	Dallas	Second	9/20/22	11/14/22	11/18/22	6/27/23	6/26/23	8/8/23		
32	St. Charles Madras	Madras	Second	10/18/22	12/14/22	12/18/22	5/9/23	5/8/23	6/21/23		
33	McKenzie-Willamette Medical Center	Springfield	Second	11/8/22	1/6/23	2/15/23	7/7/23				
34	Adventist Health Portland	Portland	Second	11/29/22	2/24/23	3/30/23	8/4/23				
35	Legacy Good Samaritan	Portland	Second	12/5/22	1/31/23	3/27/23					
	Vibra Specialty Hospital	Portland	First	2/21/23		5/11/23		6/8/23			
	Bay Area Hospital	Coos Bay	First	1/24/23		4/26/23		6/29/23	ļ		
	Cascade Health - Pete Moore Hospice House	Eugene	First	2/7/23	4/27/23	5/17/23	6/30/23	6/23/23	8/7/23		
39	Providence Newberg	Newberg	First	3/7/23	5/31/23	6/9/23	7/25/23				
40	St Charles Redmond	Redmond	First	3/28/23	5/22/23	5/22/23	7/6/23	6/30/23	8/14/23		
	Kaiser Westside	Hillsboro	First	4/11/23	7/28/23	6/28/23	8/10/23				
42	St Anthony Hospital*	Pendleton	Report in progress	5/16/23	6/20/23						
43	Asante Three Rivers MC*	Grants Pass	Report in progress	6/6/23	6/21/23						

Last Revised 07/10/2023 - * Report due dates are projected based on survey exit dates; may be extended if additional information is needed from hospital after onsite portion of survey

#	Hospital	City	Status	Entrance Date	Report due (30 business days after exit)	POC Due (30 business days after report received)	received	OHA POC Review Due (30 business days after POC received)	POC Approved	Survey to POC Approved
44	Hospice House*		Report in progress	5/17/23	7/13/23					

#	Hospital	City	Status	Entrance Date	Report due (30 business days after exit)		POC Due (30 business days after report received)	received by OHA	OHA POC Review Due (30 business days after POC received)	POC Approved	Survey to POC Approved
1	Cedar Hills	Portland	Sixth	12/4/19	1/30/20	2/10/20	6/29/22	5/20/22	7/1/22		

Nurse Staffing Investigations: At a Glance

54 Investigations, 121 Complaints

• OHA has conducted 54 complaint investigations for 121 complaints since 2016. Of the 54 complaint investigations, 28 (53%) have been combined with a full nurse staffing survey.

227 Allegations

• Each complaint can include one or more allegations that OHA must investigate. The 53 completed investigations included a total of 227 unique allegations of noncompliance.

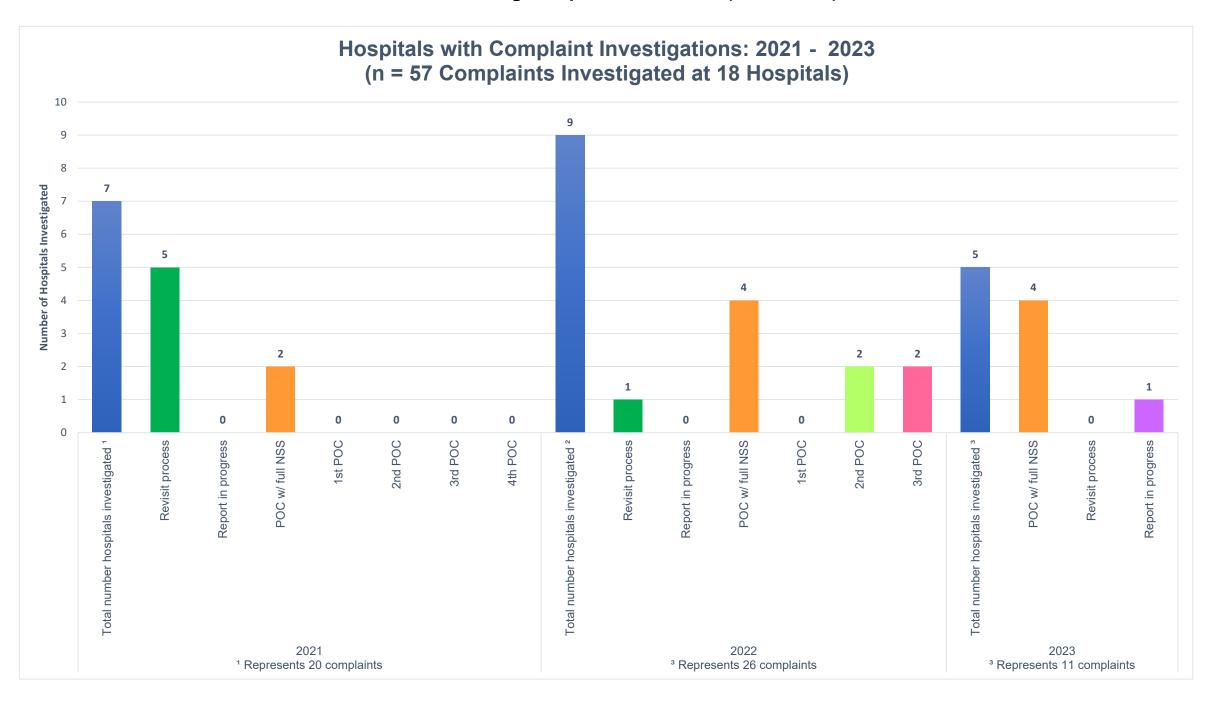
78% Substantiated

• During the course of an investigation, OHA determines whether the allegation is **substantiated** or **unsubstantiated**. 78% of allegations are substantiated.

1 New Investigation

 OHA has investigated three complaints at one hospital since the April 2023 NSAB meeting.

Nurse Staffing Complaint Dashboard (2016 - 2023)



#	Hospital	City	Complaint received	Status	Investigation Entrance Date	Report Mailed	POC Due (30 business days after report received) POC Due (30 POC Review Due (30 business days after POC received)		POC approved	
1	Sacred Heart Riverbend	Eugene	07/18/2016	Revisit w/ Cycle 2 Survey	10/04/2016	05/15/17				03/05/18
2	Sacred Heart Riverbend	Eugene	08/30/2016	Revisit w/ Cycle 2 Survey	10/04/2016	03/13/17				03/03/10
3	Columbia Memorial	Astoria		Revisit w/ Cycle 2 Survey	10/27/2016	06/15/17				06/21/18
4	Providence Medford	Medford	08/12/2016	Pending Revisit	11/08/2016	01/04/18				06/13/19
5	Vibra Specialty Hospital	Portland	02/16/2017	Pending Revisit	03/16/2017	05/08/17				03/05/18
6	Samaritan Albany	Albany		Revisit w/ Cycle 2 Survey			Combined w/ 0	, , , , , , , , , , , , , , , , , , , ,		
7	St. Charles Bend	Bend	05/12/2017	Revisit w/ Cycle 2 Survey	06/19/2017	Investigation	Combined w/ 0	Cycle 1 Survey		
8	Providence Willamette Falls	Oregon City	06/28/2017	Revisit w/ Cycle 2 Survey	08/28/2017	Investigation	Combined w/ (Cycle 1 Survey		
9	OHSU	Portland	08/31/2017	Revisit w/ Cycle 2 Survey	09/25/2017					
10	OHSU	Portland	04/03/2017	Revisit w/ Cycle 2 Survey	09/25/2017	Investigation	Combined w/ 0	Cycle 1 Survey		
11	OHSU	Portland	02/27/2017	Revisit w/ Cycle 2 Survey	09/25/2017					
12	McKenzie Willamette MC	Springfield	09/26/2017	Revisit w/ Cycle 2 Survey	01/08/2018	Investigation	Combined w/ 0	Cycle 1 Survey		
13	Hospital	Newport	09/06/2017	Revisit w/ Cycle 2 Survey	01/23/2018	Investigation	Combined w/ 0	Cycle 1 Survey		
14	Providence Milwaukie	Milwaukie	06/28/2017	Revisit w/ Cycle 2 Survey	02/20/2018	Investigation	Combined w/ 0	Cycle 1 Survey		
15	Providence St. Vincent	Portland	01/16/2018	Closed - POC combined w/ NSS POC	02/23/2018	7/8/20	N/A	N/A	N/A	N/A
16	Bay Area Hospital	Coos Bay	11/08/2017	Revisit w/ Cycle 2 Survey	04/17/2018	Investigation	Combined w/ 0	Cycle 1 Survey		
17	Vibra Specialty Hospital	Portland	12/12/2017	Revisit w/ Cycle 2 Survey	07/10/2018	08/03/18				04/22/20
18	Providence Portland Medical	Portland	11/17/2017	Pending Revisit	07/11/2018	08/03/18				05/30/19
19	Providence Newberg Medical	Newberg	10/30/2017	Revisit w/ Cycle 2 Survey	07/25/2018	08/03/18				07/18/19
20	Good Samaritan RMC	Corvallis	12/14/2017	Pending Revisit	07/31/2018	08/24/18				08/28/20
21	Providence Medford	Medford	01/04/2018	Pending Revisit	08/08/2018	8/23/18				8/30/19
22	Kaiser Foundation - Westside	Hillsboro	06/21/2018	Revisit w/ Cycle 2 Survey	11/06/2018					
23	Kaiser Foundation - Westside	Hillsboro	06/11/2018	Revisit w/ Cycle 2 Survey	11/06/2018					
24	Kaiser Foundation - Westside	Hillsboro	07/10/2018	Revisit w/ Cycle 2 Survey	11/06/2018					
25	Kaiser Foundation - Westside	Hillsboro		Revisit w/ Cycle 2 Survey	11/06/2018					
26	Kaiser Foundation - Westside	Hillsboro	07/25/2018	Revisit w/ Cycle 2 Survey	11/06/2018					

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#	Hospital	City	Complaint received	Status	Investigation Entrance Date	Report Mailed	POC Due (30 business days after report received)	POC Received by OHA	OHA POC Review Due (30 business days after POC received)	POC approved
27	Kaiser Foundation - Westside	Hillsboro	07/26/2018	Revisit w/ Cycle 2 Survey	11/06/2018					
28	Kaiser Foundation - Westside	Hillsboro	08/08/2018	Revisit w/ Cycle 2 Survey	11/06/2018	Investigation	Combined w/ 0	Cycle 1 Survey		
29	Kaiser Foundation - Westside	Hillsboro	10/18/2018	Revisit w/ Cycle 2 Survey	11/06/2018			,		
30	Kaiser Foundation - Westside	Hillsboro	10/09/2018	Revisit w/ Cycle 2 Survey	11/06/2018					
31	Kaiser Foundation - Westside	Hillsboro	10/22/2018	Revisit w/ Cycle 2 Survey	11/06/2018					
32	Kaiser Foundation - Westside	Hillsboro	11/08/2018	Revisit w/ Cycle 2 Survey	11/06/2018					
33	Kaiser Foundation - Westside	Hillsboro	11/08/2018	Revisit w/ Cycle 2 Survey	11/06/2018					
34	Kaiser Foundation - Westside	Hillsboro	11/08/2018	Revisit w/ Cycle 2 Survey	11/06/2018					
35	Kaiser Foundation - Westside	Hillsboro	11/15/2018	Revisit w/ Cycle 2 Survey	11/06/2018					
36	Kaiser Sunnyside MC	Clackamas	06/14/2017	Pending Revisit	02/04/2019					
37	Kaiser Sunnyside MC	Clackamas	07/24/2018	Pending Revisit	02/04/2019					
38	Kaiser Sunnyside MC	Clackamas	07/27/2018	Pending Revisit	02/04/2019					
39	Kaiser Sunnyside MC	Clackamas	07/27/2018	Pending Revisit	02/04/2019	Investigation	Combined w/ 0			
40	Kaiser Sunnyside MC	Clackamas	07/31/2018	Pending Revisit	02/04/2019	ilivesilgation	Combined w/ C	bycle i Survey		
41	Kaiser Sunnyside MC	Clackamas	10/02/2018	Pending Revisit	02/04/2019					
42	Kaiser Sunnyside MC	Clackamas	10/12/2018	Pending Revisit	02/04/2019					
43	Kaiser Sunnyside MC	Clackamas	11/08/2018	Pending Revisit	02/04/2019					
44	Legacy Meridian Park MC	Tualatin		Pending Revisit			Combined w/ 0	<u> </u>		
45	Tuality Community Hospital	Hillsboro		Pending Revisit		Investigation	Combined w/ 0	Cycle 1 Survey		
46	·	Hillsboro		Pending Revisit	04/08/2019					
47	· · · · · · · · · · · · · · · · · · ·	Hillsboro		Pending Revisit	04/08/2019					
48	<u> </u>	Hillsboro		Pending Revisit	04/08/2019					
49	Tuality Community Hospital	Hillsboro		Pending Revisit	04/08/2019	i .				
50	Tuality Community Hospital	Hillsboro		Pending Revisit		Investigation	Combined w/ 0	Cycle 1 Survey		
51		Hillsboro		Pending Revisit	04/08/2019					
52	Tuality Community Hospital	Hillsboro		Pending Revisit	04/08/2019	l .				
53	Tuality Community Hospital	Hillsboro		Pending Revisit	04/08/2019	i .				
54	Tuality Community Hospital	Hillsboro	11/06/2017	Pending Revisit	04/08/2019					

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#	Hospital	City	Complaint received	Status	Investigation Entrance Date	Report Mailed	POC Due (30 business days after report received)	POC Received by OHA	OHA POC Review Due (30 business days after POC received)	POC approved
55	Samaritan Pacific Community Hospital	Newport	08/10/2018	Revisit w/ Cycle 2 Survey	06/06/2019	9/20/19				5/5/20
56	Providence Medford MC	Medford	03/08/2019	Pending Revisit	07/17/2019	Investigation	Combined w/ 0	Cycle 1 Survey		
57	Asante Rogue RMC	Medford	09/24/2018	Pending Revisit	07/22/2019	Investigation	Combined w/ 0	Cycle 1 Survey		
58	Sacred Heart Riverbend	Springfield	11/28/2018	Revisit w/ Cycle 2 Survey	08/27/2019	9/20/19				12/3/19
59	Sacred Heart Riverbend	Springfield	06/27/2019	Closed - Unsubstantiated	08/27/2019	9/20/19	N/A	N/A	N/A	N/A
60	McKenzie Willamette MC	Springfield	04/29/2018	Revisit w/ Cycle 2 Survey	08/28/2019	9/20/19				1/29/20
61	Good Samaritan RMC	Corvallis	10/15/2019	Revisit Complete: Passed	08/12/2020	9/15/20				12/1/20
62	Sacred Heart Riverbend	Springfield	10/29/2019	Revisit w/ Cycle 2 Survey	10/01/2020	11/13/20				8/5/21
63	Sacred Heart Riverbend	Springfield		Revisit w/ Cycle 2 Survey	10/01/2020					
64	Kaiser Westside	Hillsboro	10/29/2019	Revisit w/ Cycle 2 Survey	12/14/2020	2/5/21				10/21/21
65	OHSU	Portland	12/16/2019	Pending Revisit	03/30/2021	Investigation	Combined w/	Cycle 2 Cumrey		
66	OHSU	Portland	02/25/2021	Pending Revisit	03/30/2021	investigation	Combined w/ (Cycle 2 Survey		
67	St. Charles Bend	Bend	01/06/2020	Revisit w/ Cycle 2 Survey	04/08/2021	6/4/21				8/5/21
68	Legacy Emanuel MC	Portland	01/06/2021	Revisit: POC in progress	05/24/2021	7/8/21	N/A	N/A	N/A	N/A
69	PeaceHealth Cottage Grove	Cottage Grove	09/16/2020	Revisit w/ Cycle 2 Survey	08/04/2021	8/20/21				11/18/21
70	Mercy Medical Center	Roseburg	12/31/2020	Pending Revisit	10/29/2021	11/24/21				2/10/22
71	Providence Willamette Falls	Oregon City	07/01/2021	POC combined w/ NSS	11/02/2021	Investigation	Combined w/ 0	Cycle 2 Survey		
72	Kaiser Westside	Hillsboro	04/02/2021	Revisit w/ Cycle 2 Survey	11/24/2021				11/23/22	
73	Kaiser Westside	Hillsboro	05/11/2021	Revisit w/ Cycle 2 Survey	11/24/2021					
74	Kaiser Westside	Hillsboro		Revisit w/ Cycle 2 Survey	11/24/2021					
75	Kaiser Westside	Hillsboro		Revisit w/ Cycle 2 Survey	11/24/2021					
76	Kaiser Westside	Hillsboro		Revisit w/ Cycle 2 Survey	11/24/2021					
77	Kaiser Westside	Hillsboro		Revisit w/ Cycle 2 Survey	11/24/2021					
78	Kaiser Westside	Hillsboro		Revisit w/ Cycle 2 Survey	11/24/2021	3/10/22	2/21/23			
79	Kaiser Westside	Hillsboro		Revisit w/ Cycle 2 Survey	11/24/2021					
80	Kaiser Westside	Hillsboro	07/09/2021	Revisit w/ Cycle 2 Survey	11/24/2021					

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#	Hospital	City	Complaint received	Status	Investigation Entrance Date	Report Mailed	POC Due (30 business days after report received)	POC Received by OHA	OHA POC Review Due (30 business days after POC received)	POC approved
81	Kaiser Westside	Hillsboro	07/09/2021	Revisit w/ Cycle 2 Survey	11/24/2021					
82	Kaiser Westside	Hillsboro	07/27/2021	Revisit w/ Cycle 2 Survey	11/24/2021					
83	Kaiser Westside	Hillsboro	09/02/2021	Revisit w/ Cycle 2 Survey	11/24/2021					
84	Kaiser Westside	Hillsboro	12/29/2021	Revisit w/ Cycle 2 Survey	11/24/2021					
85	Columbia Memorial	Astoria	01/07/2022	POC combined w/ NSS	03/09/2022	Investigation	combined w/ C	ycle 2 Survey		
86	Providence St. Vincent	Portland	11/12/2021	POC combined w/ NSS	03/21/2022	Investigation	Combined w/ C	Cycle 2 Survey		
87	St. Charles Bend	Bend	07/01/2021	Pending Revisit	04/19/2022	Investigation	Combined w/ C	Cycle 2 Survey		
88	Kaiser Sunnyside	Clackamas	03/10/2021	Third	04/21/2022					
89	Kaiser Sunnyside	Clackamas	03/26/2021	Third	04/21/2022					
90	Kaiser Sunnyside	Clackamas	04/01/2021	Third	04/21/2022		03/15/2023			
91	Kaiser Sunnyside	Clackamas	04/07/2021	Third	04/21/2022					
92	Kaiser Sunnyside	Clackamas	04/07/2021	Third	04/21/2022					
93	Kaiser Sunnyside	Clackamas	05/03/2021	Third	04/21/2022					
94	Kaiser Sunnyside	Clackamas	05/11/2021	Third	04/21/2022			03/15/2023		
95	Kaiser Sunnyside	Clackamas	05/13/2021	Third	04/21/2022	08/02/2022			04/26/2023	
96	Kaiser Sunnyside	Clackamas	05/13/2021	Third	04/21/2022	08/02/2022			04/20/2023	
97	Kaiser Sunnyside	Clackamas	05/19/2021	Third	04/21/2022					
98	Kaiser Sunnyside	Clackamas	05/27/2021	Third	04/21/2022					
99	Kaiser Sunnyside	Clackamas	06/07/2021	Third	04/21/2022					
100	Kaiser Sunnyside	Clackamas	06/07/2021	Third	04/21/2022					
101	Kaiser Sunnyside	Clackamas	06/07/2021	Third	04/21/2022					
	Kaiser Sunnyside	Clackamas	06/09/2021	Third	04/21/2022					
103	Kaiser Sunnyside	Clackamas	08/10/2021	Third	04/21/2022					
	Good Samaritan RMC	Corvallis	03/22/2021	Third	08/25/2022					
	Good Samaritan RMC	Corvallis	07/29/2021	Third	08/25/2022	10/20/2022	05/09/2023			
106	Good Samaritan RMC	Corvallis	09/02/2021	Third	08/25/2022					
	Willamette Valley	McMinnville		POC combined w/ NSS	09/13/2022	Investigation	Combined w/ C	Cycle 2 Survey		
	Tuality Community Hospital	Hillsboro	07/29/2021			11/17/2022			07/21/2023	
	McKenzie Willamette MC	Springfield	07/19/2022	POC combined w/ NSS	10/05/2022	Investigation	combined w/ C	ycle 2 survey		
	Sacred Heart Riverbend	Springfield	10/17/2022	Third	11/30/2022					
111	Bay Area Hospital	Coos Bay	07/27/2021	POC combined w/ NSS	01/24/2023	Investigation	Combined w/ C	Cycle 2 Survey		

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#	Hospital	City	Complaint received	Status	Investigation Entrance Date	Report Mailed	POC Due (30 business days after report received)	POC Received by OHA	OHA POC Review Due (30 business days after POC received)	POC approved		
112	Bay Area Hospital	Coos Bay	09/01/2022	POC combined w/ NSS	01/24/2023							
113	Bay Area Hospital	Coos Bay		POC combined w/ NSS	01/24/2023							
114	Vibra Specialty Hospital	Portland	09/02/2021	POC combined w/ NSS	02/21/2023	Investigation Combined w/ Cycle 2 Survey						
115	Vibra Specialty Hospital	Portland	07/18/2022	POC combined w/ NSS	02/21/2023	investigation	Combined w/ C	Sycie 2 Survey				
116	St Charles Redmond	Redmond	08/11/2022	POC combined w/ NSS				Cycle 2 Survey				
117	Kaiser Westside	Hillsboro	09/01/2022	POC combined w/ NSS	04/11/2023	Investigation	Combined w/	Cycle 2 Survey				
118	Kaiser Westside	Hillsboro	09/22/2022	POC combined w/ NSS	04/11/2023	3 Investigation Combined w/ Cycle 2 Survey						
119	OHSU	Portland	02/07/2022	Report in progress	05/23/2023							
120	OHSU	Portland	07/21/2022	Report in progress	05/23/2023							
121	OHSU	Portland	11/17/2022	Report in progress	05/23/2023							

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Nurse Staffing Revisits At a Glance

44 Combined Revisits

OHA has conducted 44 combined revisits since 2021. Combined revisit
means that OHA conducted a revisit of Cycle 1 survey citations and/or
standalone complaint citations during a Cycle 2 nurse staffing survey.

Average 9 Repeated Noncompliance Citations

• 40 of 41 hospitals surveyed in Cycle 2, with complete reports, have received repeat noncompliance citations. Hospitals average 9 citations that were cited in a previous survey or complaint investigation.

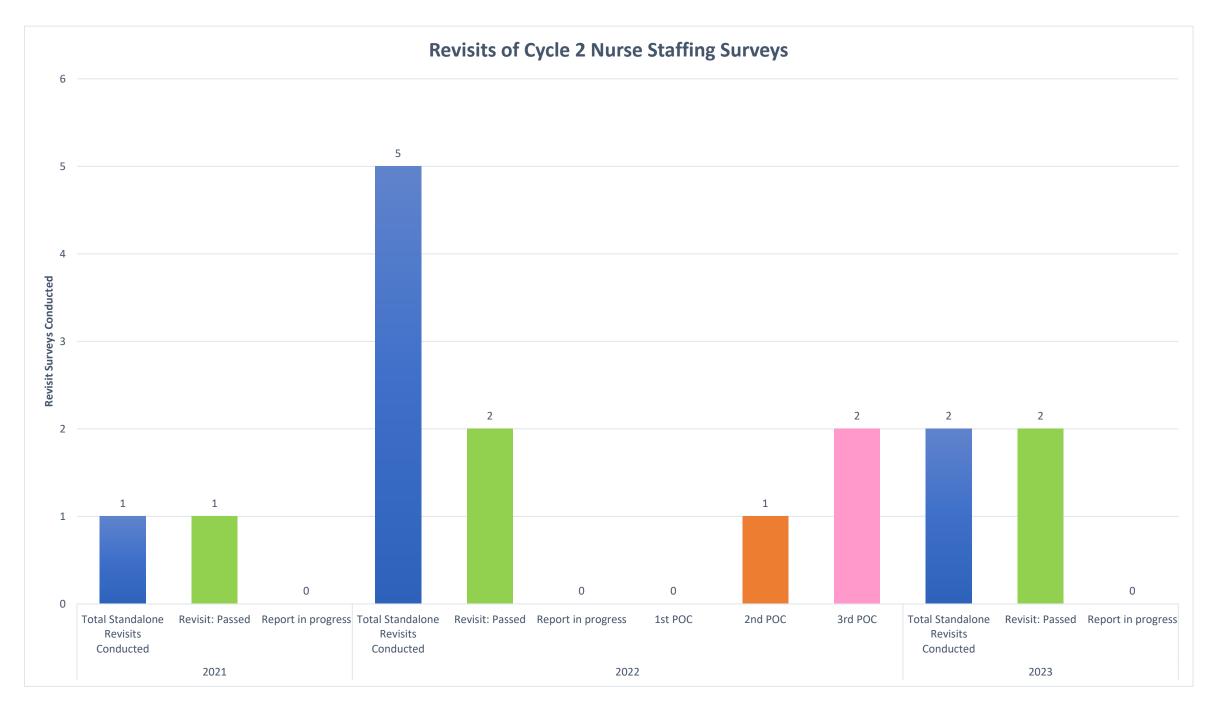
Half of Standalone Revisits: No Deficiencies

• Early data is showing that half (n = 5 of 8) of standalone revisits showed the hospital had returned to compliance with the nurse staffing rules. Standalone revisits are of the Cycle 2 nurse staffing surveys.

2 Tags: Standalone Revisits

• The average number of tags cited for standalone revisits is 2, compared to 12 tags for full nurse staffing surveys. Hospitals that completed a standalone revisit were found to return to compliance on an average of 9 tags.

Nurse Staffing Revisit Surveys - Cycle 2 (2021 - 2023)



Standalone Nurse Staffing Survey Revisits: Cycle 2 (2021 - 2023)

#	Hospital	City	Revisit of:	Status	Revisit Due (45 - 60 business days from POC acceptance)	Date	Due (30 business days after exit)		Revisit POC Due (30 business days after report mailed)	Date Revisit POC received by OHA	OHA Revisit POC Review Due (30 business days after POC received)	POC Approved
1		Portland	2021 NSS	Revisit: Passed	9/20/21	10/27/21	12/9/21	11/2/21	N/A	N/A	N/A	N/A
2	Sacred Heart Riverbend	Springfield	2021 NSS	Revisit: Passed	8/5/22	8/30/22	10/26/22	9/13/22	N/A	N/A	N/A	N/A
3	Samaritan Albany	Albany	2021 NSS	Revisit: Passed	9/15/22	9/6/22	11/1/22	11/1/22	N/A	N/A	N/A	N/A
4	Curry General Hospital	Gold Beach	2021 NSS	Revisit: Passed	8/1/22	2/7/23	3/24/23	2/14/23	N/A	N/A	N/A	N/A
5	Asante Ashland	Ashland	2021 NSS	Revisit: Passed	11/10/22	4/18/23	6/15/23	7/11/23				
6	Legacy Emanuel	Portland	2021 NSS & C/o	Fourth	3/16/22	4/19/22	6/16/22	6/28/22	6/16/23	6/13/23	7/27/23	
7	Santiam Memorial Hospital	Stayton	2021 NSS	Third	8/26/22	8/31/22	10/27/22	9/23/22	5/10/23	5/9/23	6/22/23	
8	Sacred Heart University District	Eugene	2021 NSS	Third	10/6/22	9/27/22	11/9/22	11/30/22	8/4/23			
9	Samaritan Lebanon	Lebanon	2021 NSS	Pending Revisit	11/29/22							
10	Legacy Silverton	Silverton	2022 NSS	Pending Revisit	2/16/23							
11	Legacy Mt. Hood	Gresham	2021 NSS	Pending Revisit	2/17/23							
12	St. Charles Bend	Bend	2022 NSS & C/o	Pending Revisit	3/6/23							
13	OHSU	Portland	2021 NSS & C/o	Pending Revisit	3/6/23							
14	Providence Willamette Falls	Oregon City	2021 NSS	Pending Revisit	4/4/23							
15	Columbia Memorial Hospital	Astoria	2022 NSS & C/o	Pending Revisit	6/22/23							
16	Harney District Hospital	Burns	2021 NSS	Pending Revisit	8/29/23							

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