



Member

FILED BY

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EMPLOYER

TEST Health Authority

WORKSITE

TEST SUN Hospital

DEPARTMENT

Medicine

LOCAL

Local 315, TEST Hospital SUN

Case Details

UNIT/AGENCY

Medicine

INVOLVED SUN MEMBERS

Lois Lane

Shift Details

SHIFT 2026-04-15 , Evening

	BASELINE	ON DUTY	NEEDED
RN	5	4	6
RPN	0	0	0
NP	0	0	0
LPN	5	4	6
Other	5	4	5

Management Onsite

Charge Nurse with patient assignment

Charge Nurse without patient assignment

Patients

NUMBER OF PATIENTS

55

RN/RPN/NP TO PATIENT RATIO

1:13.750

BEDS IN UNIT

50

PLANNED PATIENT HOURS

0

OVERCAPACITY

ACTUAL PATIENT HOURS

0

Step 1: Actions Taken for Low Level Resolution

- Department / Unit Huddle
 - Discussion with co-workers/Charge Nurse
 - Discussion with RN manager/supervisor
 - Workload discussion
- Other
- Prioritizing workload, postponing tasks, calling other units for assistance, etc
- Ongoing issue or repeat incident that should be identified for trending purposes

Step 2: Notification of Manager or Designate

- Manager Notified
- | MANAGER NAME | METHOD OF COMMUNICATION |
|--------------|-------------------------|
| Mgr Name, RN | Telephone Conversation |

Manager Response

4th weekend is approved, if no one comes in, you will just need to do your best.

MANAGER OR DESIGNATE NOT AVAILABLE, STAFF CALLED IN PER ARTICLE 9.03

CALL-IN CRITERIA PER ARTICLE 9.03
Yes

WHO WAS CALLED IN
Susie - CCA

Explanation of Unsafe Shift

- Equipment/supply issues
- Inability to monitor, observe or check patient(s)
- Isolation precautions
- Non nursing duties
- Nursing code of ethics breached or risk of breach
- Physical layout of facility/unit
- Staff safety concerns
- Too many patients
- Wrong skill mix (i.e. need RN, LPN or 1:1)
- High acuity
- Inadequate orientation/training/equipment
- Leaves not replaced
- Not enough qualified staff/Jr. Sr. mix
- Patient negative outcome, harm or incident
- Physician related concerns
- Supports not available (management, PT, SW, etc.)
- Workload

Additional Details

I am typically supernumerary as we have a very busy unit with lots of admissions and discharges. On this day we were down to 2 nurses and a CCA. We were able to get a CCA to come in but no nurses were available. I helped out where I could but the RN to patient and nurse to patient ratios were still unsafe.

Unmet Professional Standards

- 24 Hours RN/RPN/NP Coverage (LTC)
- CRNS Standards
- National Standards
- RPNAS Code of Ethics
- CNA Code of Ethics
- Employer/Region Policy
- OHS Legislation
- RPNAS Standards

Additional Details

There were 3 medication errors, we had a number of falls, and we couldn't do the fall monitoring required.

Unsafe Situation Status

- Closed the unit to admissions/bed closed
- Obtained correct number of staff
- Ongoing issue for further monitor
- Refused assignment/I was reassigned
- It was not resolved
- Obtained correct skill mix of staff
- Provided the necessary training/preceptor

Additional Details

We were able to get 1 CCA but we were still short.

Impact on Patient Care

- Delayed or cancelled treatment or programming
- Inability to give or receive report
- Inadequate patient pain management
- Incomplete assessments
- Increased length of stay for patient(s)
- Patient(s) left without being seen
- Inability to answer call lights
- Inability to practice safe patient care
- Incomplete admissions
- Incomplete discharge planning/teaching
- Negative outcome, harm or incident

Additional Details

1 patient who fell was supposed to be discharge home tomorrow but won't be able to because they require a CT scan and monitoring. Nurses reported the assessments were late. I was helping where I could, and I was unable to work with the System Flow Coordinator to ensure our admissions were appropriate.

Action Taken

- | | |
|--|---|
| <input type="checkbox"/> Contacted CRNS/RPNAS/CNPS | <input type="checkbox"/> Contacted SUN Provincial |
| <input type="checkbox"/> Notify Local | <input checked="" type="checkbox"/> Notify nurses on next shift |
| <input checked="" type="checkbox"/> Notify On-Call Manager | <input checked="" type="checkbox"/> Occurrence/Safety Report # |
| <input type="checkbox"/> Repeated phone calls to Manager | <input type="checkbox"/> Stop the line |
| <input type="checkbox"/> Unit/bed closure | <input checked="" type="checkbox"/> Worked shift without assistance |

Additional Details

Multiple Occurrence Reports filed by nurses.

Incident Description

Due to short staffing, I was trying to support my colleagues on the floor while trying to navigate admissions and late discharges. Because I was so busy, I accepted an admission that required a desk bed for monitoring into a location that was not appropriate, and the patient had a fall before we were able to move them to an appropriate room. As I also oversee the discharges, two discharges were delayed because I did not have time to ensure they had the appropriate home supports. This meant an extra night in the hospital when we are already overcapacity, and an admission I was unable to accept because I didn't have an empty bed. I was unable to provide the hands on support to one of the grad nurses who needed support with a skill because of workload. RN to Pt Ratio with Coordinator: 1:11 RN to Pt Ratio without Coordinator: 1:14

Recommendations for Resolution

Book on extra staff consistently - we have been in overcapacity for months already and are often scrambling for extra staff. Address baseline - make sure we are maintaining an appropriate RN to Patient ratio. Consider adding a Supernumerary Charge RN or Clinical Resource Nurse to support staff and allow me (as the Coordinator) to focus on unit coordination and flow.

Communication Record

This WSR form was submitted on-line by the SUN member identified at the top of this record. Electronic copies of this record have been sent to the following participants in the roles of Union Local & Provincial Representatives and a Employer Unit Manager Representative.

2026-04-15 1:37:45 p.m.

This document was created by Clark Kent. A notice of this document was sent to the following via email:

Member: Clark Kent, sunlink.test@outlook.com

Local Representative: SUN Test (NAC), sun.test.nac@outlook.com

Provincial Representative: Name Name, name.name@sun-nurses.sk.ca

Unit Manager: Name Name, name.name@hospital.com

Message ID: 00-fc72063be485acf05a02b4f0079be536-ff4684ede11c40c3-00