



Member

FILED BY

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EMPLOYER

TEST Health Authority

WORKSITE

TEST SUN Public Health

DEPARTMENT

Public Health

LOCAL

Local 315, TEST Public Health SUN

Case Details

UNIT/AGENCY

Child Health Clinic

INVOLVED SUN MEMBERS

Shift Details

SHIFT 2026-04-15 , Day

	BASELINE	ON DUTY	NEEDED
RN	5	5	7
RPN	0	0	0
NP	0	0	0
LPN	0	0	0
Other	2	2	2

Management Onsite

Charge Nurse with patient assignment

Charge Nurse without patient assignment

Patients

NUMBER OF PATIENTS

0

RN/RPN/NP TO PATIENT RATIO

1:0.000

BEDS IN UNIT

0

PLANNED PATIENT HOURS

0

OVERCAPACITY



ACTUAL PATIENT HOURS

0

Step 1: Actions Taken for Low Level Resolution

- Department / Unit Huddle
 - Discussion with RN manager/supervisor
 - Discussion with co-workers/Charge Nurse
 - Workload discussion
- Other
- 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 | Face to Face |

Manager Response

None

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

CALL-IN CRITERIA PER ARTICLE 9.03

WHO WAS CALLED IN

Explanation of Unsafe Shift

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

Additional Details

Our clients are requiring more immunizations within their appointments. Today, I had a client booked in for only the flu and COVID vaccines but when I reviewed their file they also needed MMR and Tdap. This lengthened the appointment time significantly.

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

While it doesn't specifically apply in this situation, there are times where I had to ask clients to come back at another date because I did not have time to do all of their required immunizations.

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

The supervisor was able to come and help finish the education and consent required for the last two immunizations.

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

We feel rushed when we have to add on extra tasks within the appointments, as there is already someone else waiting for their scheduled time. It also frustrates clients when we have to ask them to come back or their appointment is delayed.

Action Taken

- | | |
|--|--|
| <input type="checkbox"/> Contacted CRNS/RPNAS/CNPS | <input type="checkbox"/> Contacted SUN Provincial |
| <input checked="" type="checkbox"/> Notify Local | <input type="checkbox"/> Notify nurses on next shift |
| <input type="checkbox"/> Notify On-Call Manager | <input 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 type="checkbox"/> Worked shift without assistance |

Additional Details

The supervisor assisted with the appointment so I wouldn't get too far behind. I was still delayed with documentation and updated information in Panorama.

Incident Description

One of my clients today came in for the flu and COVID vaccine and when I reviewed her file she was also behind on two routine immunizations. As best practice is to review and provide any required immunizations at each appointment, this caused the 20 minute appointment to be lengthened and creep into my next appointment. Thankfully the supervisor was able to assist with some of the education and consent but I still needed to complete all of the required documentation. This happens all the time. We have an increasingly complex clientele coming, many people who are behind on scheduled vaccines and we don't want to turn them away as it can be onerous to try to return for vaccines. My next client after the one mentioned above was frustrated as her baby's appointment was delayed, and the baby was fussing and upset throughout the visit which was more stressful for everyone.

Recommendations for Resolution

We don't use things like census or planned hours to define our work - we have templates for visits depending on what people are calling in to book. However, I do think we need to consider having longer appointment times, or maybe more "admin" spaces available to allow extra time since we have so many clients and families coming with complex immunization histories. We want clients to access immunizations in the easiest way possible to increase vaccination rates, but when we are constantly running behind or not able to complete all of the vaccines when clients present this can't happen. We were fully staffed today so at least we weren't as far behind as usual, but as soon as we are one PHN down we aren't able to keep up. If we can make more time in our days to allow for the "extras" that come up during the day, we may need to look at having more PHNs scheduled each day so that clients are able to book in in a reasonable amount of time. Clients shouldn't have to wait a month or more to access vaccination appointments.

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 3:07:41 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: 00-193d8e532da9d6747f7f84de2345e9db-4b9f1b7ffb459404-00