



June 28, 2024

Via email: hospitalstaffingplans@health.ny.gov

Stephanie Shulman, Dr.PH, MS
Director, Division of Hospitals & Treatment Centers
New York State Department of Health
Empire State Plaza, Corning Tower
Albany, New York 12237

RE: Bon Secours Community Hospital PFI #000708
Clinical Staffing Committee, Chapter 155 of Laws of 2021 (§2805-t)

Dear Dr. Shulman:

Attached please find the staffing guidelines in PDF format for Bon Secours Community Hospital RELATED TO New York State Public Health Law Section 2805-t and as per your letter dated June 12, 2024 (DHDTC DAL#: 24-04), complete with the information required by the law in addition to the Clinical Staffing guidelines mutually agreed upon by Management, frontline workforce, and respective Collective Bargaining agreements.

The Clinical Staffing Committee was implemented in December,2021. Representatives include 1199 SEIU organizers in addition to registered nurses and ancillary members of the frontline patient care team; and hospital administration including the chief nursing executive, the chief financial officer designee, human resource personnel, and labor representation as well as patient care unit managers. Nurse Staffing and Delivery of Care Policy and Staffing Complaint Process policy were mutually developed and approved. Ratios were determined based on the needs of the patients in addition to the additional variables outlined needing to be considered with staffing needs on each respective unit. The daily staffing plan is posted in a publicly conspicuous area on each patient care unit for each shift as well as relevant staffing.

Sincerely,

Sophie Crawford-Rosso, RN MSN NE-BC

Chief Nursing Officer Bon Secours Charity Health System

000708 Bon Secours Community Hospital 2023 submission

Bon Secours Community Hospital in Port Jervis, NY, has served the residents of Western Orange County, NY, Pike County, PA, and Northern Sussex County, NJ for a century. The hospital, part of the Bon Secours Charity Health System, joined WMCHHealth in 2015 and serves its community with 122 beds for acute care and medical-surgical services, a 24-hour emergency department, long-term care and rehabilitation, a dedicated bariatric surgery unit, behavioral health and outpatient services.

The hospital completed a \$40 million refurbishment project that included an expanded emergency department, new diagnostic equipment and the development of a medical village in which the hospital will collaborate with community partners to provide healthy living education and vital, primary care services.

Members of Labor Union 1199 and BSCH Management have been meeting on a regular basis since December 2021. Initial consensus regarding clinical staffing was reached on June 20, 2022, and submitted to NYSDOH on June 27, 2022. Meetings continued in 2024 where staffing patterns and non-compliance were reviewed. Open discussion between members included posted positions, per diem usage, cross-training and newly on-boarded staff. In preparation for the July 1, 2024, submission, all acute inpatient and outpatient units were reviewed, and consensus was not reached in some areas.

Bon Secours Community Hospital CMI

Facility	Discharges 2023	CMI total 2023
Bon Secours Community Hospital - acute	1682	1.34
BSC Inpatient BH	1011	

Medical Surgical Nursing Unit/ Telemetry

Bed capacity 31; Average Daily Census 17; Consensus met.

Description: As a general medical/surgical unit of the hospital, this unit serves: adults through geriatric patients, any inpatient with a medical or surgical diagnosis, Telemetry cardiac monitoring. extended surgical stay patients and out-patient infusion therapy patients.

Scope of Care: Medical and surgical needs are defined by the inter-professional patient assessments which are individualized to meet the patient's needs. Clinical services may include but are not limited to nursing, nutrition, environmental, cultural, religious, spiritual, rehabilitation, cardiopulmonary, diagnostic testing, and case management. As needed, patients are transferred for services not available at Bon Secours Community Hospital.

Skill level: RN staff is required to have BCLS and encouraged to take a cardiac arrhythmia course and ACLS.

Inter-professional department: Respiratory Therapy, Nutritional Therapy, Physical and Occupational therapy, Laboratory, Radiology, Palliative Care, Case Management, Social Service, and Pharmacy support the daily care of the patient. The unit is equipped with the most current state of the art equipment for multiple parameter monitoring, visualization, medication management, medication bar coding, therapeutic beds that adapt to the multiple service specialties, including, but not limited to the patient population it serves. A culture of safety is one of the primary objectives in safe and effective patient care.

Cost center # 65209	Med/Surg/Tele 3 rd Floor	RN Ratio 1:6	Care Partner Ratio 1:9 Days, 1:10 Nights (12 hrs.)	Unit Assistant (8hrs) 1 days/eves Mon-Fri 1 days Sat & Sun
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ICU

Bed Capacity 8 beds, average daily census 4; consensus met.

Description: The ICU unit designed to serve the following patient types: Patient 18 years or older, patients presenting with potentially life threatening medical or surgical conditions.

Scope of Care: Therapies include (but not exclusive of):

- Vasoactive drug administration
- ECG monitoring
- Oximetry
- Ventilatory support
- Telemetry monitoring
- Arterial Lines
- Administration of antiarrhythmic medications
- Cardioversion
- Pacemaker -external pacing
- Conscious sedation
- Bariatric
- Wound
- Diabetes

Skill level: RNs are required to be licensed in New York State and have ACLS and BLS certification in addition to a dysrhythmia recognition course, and the Critical Care Course.

Inter-professional department: Respiratory Therapy, Nutritional Therapy, Physical and Occupational therapy, Laboratory, Radiology, Palliative Care, Case Management, Social Service, and Pharmacy support the daily care of the patient. The unit is equipped with the most current state of the art equipment for multiple parameter monitoring, visualization, medication management, medication bar coding, therapeutic beds that adapt to the multiple service specialties, including, but not limited to the patient population it serves. A culture of safety is one of the primary objectives in safe and effective patient care.

Cost Center# 65209	ICU	RN Ratio 1:2	Care Partners PRN	Unit Assistant (8hrs) 1 day shift (5 days/week)
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Bariatric Unit

8 bed surgical unit, average census 3 patients per week, Tuesday surgery day, Wednesday discharge day. Patients requiring additional overnight inpatient stay will be transferred to Med/Surg 3rd floor. The patient population consists of adults and geriatrics. Consensus met.

Scope of Care: Services provided include but are not limited to Pre-operative and post-operative patients from bariatric Surgery and general surgery.

This unit provides care to the patient and family using a primary nursing approach. The staff is made up of RNs, Care Partners, and RN Clinical Coordinator. The unit also provides an inter-professional approach to patient care by providing Physical Therapy, Respiratory, Laboratory, Nutrition, Social Service, Pharmacy, and other ancillary services are utilized as needed by the patient.

The unit is equipped with computerized medication management, medication bar coding, therapeutic beds that adapt to the multiple service specialties, including, but not limited to the patient population it serves. A culture of safety is one of the primary objectives in safe and effective patient care.

Skill Level: The basic requirements for the RN staff include current state licensure, active BLS certification and successful completion of the surgical orientation with in on year of hire. Care Partners need to successfully complete the care partner course, orientation and competency validation. Unit Assistants must have completion of orientation.

Cost Center # 74693	Bariatrics	RN Ratio 1:5	Care Partner 1:9 days; 1:10 nights (12 hrs.)
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Mental Health

Bed capacity: 24 beds with an average daily census of 16. Consensus not met.

Scope of Care: The Mental Health Unit, under the direction of the Medical Director, provides intensive treatment for patients suffering from acute psychiatric disorders. Patients in acute psychiatric crisis urgently require a safe environment, a structure and supportive milieu, and intensive therapeutic intervention. The Mental Health Unit combines these elements into a unique and effective treatment program. Every aspect of unit life is intended to assist patients in making a rapid and complete recovery.

The treatment staff is inter-professional and includes registered professional nurses, social workers, mental health technicians and occupational therapy assistant, working as a team under the direction of board-certified psychiatrists. The treatment team provides each patient entering the unit with a comprehensive inter-professional assessment and an individually tailored plan for treatment.

Skill level: The basic requirements for the Registered Professional Nurses include current state licensure and active BLS certification.

Inter-professional department: Nursing, Physicians, Technicians, Respiratory Therapy, Nutritional Therapy, Physical and Occupational therapy, Laboratory, Case Management, Social Service, and Pharmacy support the daily care of the patient. The unit is equipped with equipment for client visualization, medication management, and medication bar coding. A culture of safety is one of the primary objectives in safe and effective patient care.

<p>Cost Center# 65220</p>	<p>2 West Mental Health</p>	<p>RN 1:8 days/nights Mon-Fri 1:12 days/nights Sat-Sun (minimum staffing 2 RNs)</p>	<p>Tech 3 day/nights (12hr), inclusive of providing (1) 1:1</p>	<p>Unit Assistant 1 days (7.5hrs.) Mon-Fri</p>	<p>Occupational Therapist: 1 full-time days (5 days/week/alt weekends). Certified Occupational Therapy Assistant: 1 full-time evenings (5 days/week/alt weekends). Social Workers: 1:10 full-time days Mon-Fri (8hr). Behavioral Health SW Screener: 1 days/nights (12 hr.)</p>
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New Directions

Bed Capacity: 21 (7 Detox, 14 Rehab) with an average daily census of 12. Consensus not met.

Scope of Care:

This unit offers an inpatient detoxification and rehabilitation treatment program which provides an integrated treatment approach for individuals with chemical addiction and mental illness. Inter-professional treatment staffs provide individual and group therapy, education groups and therapeutic activities daily to patients, utilizing a "bio-psycho-social" treatment plan for recovery.

Skill level: The basic requirements for the RN staff include current state licensure and active BLS certification.

The unit is staff twenty-four (24) hours a day with an inter-professional team consisting of Registered Professional Nurses, Mental Health Technicians, Psychiatrists, Social Workers, CASAC's, and a COTA.

Inter-professional team members include Respiratory Therapy, Nutritional Therapy, Physical and Occupational therapy, Laboratory, Case Management, Social Service, and Pharmacy support the daily care of the patient. The unit is equipped with equipment for client visualization, medication management, and medication bar coding. A culture of safety is one of the primary objectives in safe and effective patient care.

Cost Center# 65221	New Directions Chemical Dependency	RN 2 days/nights (12 hr.)	2 Counselors days (7.5hr.) 1 Counselor evenings (7.5hr.) Mon-Fri, alt Sat & Sun 2 Counselors' days Sat & Sun	Tech (7.5 hr. shift) 24hrs one tech on days/eve/nights
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Emergency Department

The Emergency Department offers emergency health services 24 hours a day to all acutely ill, urgent, and non-urgent patients, from newborn to 100+ years. The department accepts all emergencies ranging from life-threatening to minor injuries and is served by seven volunteer ambulance corps. The thirteen-bed unit includes two trauma, one orthopedic, one pediatric, one OB/GYN and eight general emergency beds and one triage area. An average daily census of 54. Consensus met.

Scope of Care:

The emergency services are organized to provide prompt physician evaluation of patients presenting in emergencies, provide definitive care those patients not requiring in-depth medical/surgical care, initial treatment and stabilization or management, transfer where indicated to tertiary centers of acute psychosis, major trauma, OBS high risk, third degree burns, pediatric cases requiring special care and neurological.

Common diagnoses and complaints of patients seen may include UTI, chest pain, shortness of breath, seizures, trauma, diabetic emergencies, pneumonia, abdominal pain, wound lacerations, fractures. Procedures and treatments are provided by physician, nursing, respiratory, laboratory and radiology personnel. Standards of care and practice developed for ED specific and follow hospital MD standards, ED physicians as set by CHS, COBRA, TJC, and NYSDOH.

Skill level: The basic requirements for the RN staff include current state licensure, active BLS, ACLS, PALS, TNCC, and Neonatal Resuscitation certification.

Inter-professional team consists of: Registered Professional Nurses, Care Partners, ED Physicians, Physician Assistant, Nurse Practitioners, Social Services, Social Worker (Screener's), Physical Therapy, Mental Health staff, Pastoral Care, Detox, Nutritional support, Lab, Radiology, and support as needed from the Palliative Care Team.

Cost Center# 75810	Emergency Department	Registered Nurses 8 over a 24-hour period staggered	Unit Clerk	1 – 24/7	Care Partner	1 – 24/7
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Radiology RN

Radiology RN works part-time variable shifts. Consensus met.

Radiology Nurse completes assessment of all outpatients and inpatients receiving contrast. Patients that have had prior contrast reactions will be assessed, pretreated by RN per protocol and monitors the patient.

Radiology Nurses assess patients that are receiving pharmacological interventions as part of our outpatient services to include renal scans and cardiology studies.

Nurses work closely with scheduling personnel and the Radiology Techs to complete patient assessments, including education to patients prior to scheduled procedure date.

Inter-professional team consist of Radiology RN, Radiologist, Radiology Techs, Transporter, and Schedulers.

Skill Level: The basic requirements for Registered Nurses include current NY state licensure and emergency care experience.

Cost center #73210	Interventional Radiology/ Imaging	1 – RN part-time variable shifts Mon -Fri
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Operating Room, Same Day Surgery and Recovery Room

The Operating Room offers 24 hours care to patients. After regular hours, the services in the Operating Room continue on a scheduled “on call” basis. Consensus met.

BSCH has four Operating Room suites and provides the following services: major and minor surgical procedures under the care of credentialed surgeons; Anesthesia - General, local, IV sedation, and regional block anesthesia (under the care of credentialed anesthesiologists). Specialized areas of surgery under the care of credentialed physicians in that particular specialty: Orthopedics, Urology, ENT, Maxillo-Facial, GYN, Endoscopy, Bariatrics, and Podiatry.

Skill level: Registered Professional Nurses are staff NYS licensed, active BLS, ACLS, PALS.

The management of the Operating Room Suite is the inter-professional responsibility of the Chief of Surgery, the Chief of Anesthesia, the Surgical Committee, the Clinical Director and the Management of Bon Secours Community Hospital. The Department is under the supervision of a New York Registered Professional Clinical Director.

Inter-professional team consists of: Registered Professional Nurses, Surgeons, Anesthesiologist, Nurse Practitioners, Physician Assistants, Surgical techs, Scheduler, Transporter, Respiratory, EKG, Infection Control, and housekeeping.

Cost Center# 76010	OR	1 RN & 1 Surgical tech in each OR suite Registered Nurses 5- 6 Mon-Fri (based on scheduled cases) (1 RN on call 3p- 7a M-F, 24-hour call wknd & holiday) Surgical Techs 5-6 Mon-Fri (based on scheduled cases) (1 Tech on call 3p to 7a M-F; 24-hour call wknd & holiday) Scheduler 1 (7.5 hr. shift) Mon-Fri
Cost Center# 76210	PACU	Registered Nurses 2-3 Mon-Fri *(1 PACU or SDS RN on call for recovery 8p-7a M-F. 24-hour call wknd & holidays)
Cost Center# 76020	SDS	Registered Nurses 2- 3 Mon-Fri *(1 PACU or SDS RN on call for recovery 8p-7a M-F. 24-hour call wknd and holidays)
Cost Center# 76020	PAT	Registered Nurse 1 (7.5 hr. shift) Mon-Fri

Outpatient Wound Clinic

Outpatient Wound Clinic in the Medical Office Building offers evaluation and treatment of wounds, including arterial ulcers, pressure ulcer, diabetic ulcer, venous ulcers and follow up surgical wound dressing changes. We offer a variety of treatments, moist wound healing, compression therapy, diabetic and vascular screenings and skin grafts.

Clinic hours are varied daytime hours Monday to Friday. Consensus met.

Skill level:

The staff include a combination of surgeon, podiatry wound care specialist, medical doctor and/or wound care coordinator RN, certified in wound care.

Inter-professional team members include Nutritional support, Physical and Occupational therapy, Laboratory, Case Management, Social Service, and Pharmacy support the care of the patient as needed. The unit is equipped with equipment for client visualization, medication management, and medication bar coding. A culture of safety is one of the primary objectives in safe and effective patient care.

Cost Center# 74750	Wound Care	RN – 1 FT Mon – Fri 7a to 3p RN- 1 additional on Clinic days– 9a to 3p Care Partner – 1 additional on Clinic days 7a to 3p
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Outpatient Infusion Services

Outpatient Infusion department operate Mon to Friday, 8am-4pm, in the Medical Office Building. Consensus met.

Infusion therapy is delivered to adult patients in the outpatient setting.

Infusion Services Offered: Blood and blood products, IV antibiotic therapies, IVIG, Fluid and electrolyte therapy, Biologic therapy infusions (for auto immune disorders), Lab draws from ports, Ports flushed, and other medication infusions as prescribed by physicians, Therapeutic Phlebotomies, and Chemotherapy.

Skill Level: The basic requirements for Registered Professional Nurses include current NY state licensure, active BLS and Oncology Nurse certification.

Cost	Infusion	RN – 1 FT Mon-Fri 8a to 4p
Center#		RN – 1 PT 3 shifts per week
76030		RN – 1 PT 4 shifts per week
		Care Partner – 1 Mon – Fri 7a to 3p