

*Rahul/ triage assignment*

UNIT: ER

SHIFT: 7a



DATE: 6/19/2023

Fax to: 714-970-5133

UNITED NURSES ASSOCIATION OF CALIFORNIA/ UNION OF HEALTH CARE PROFESSIONALS  
ST. FRANCIS REGISTERED NURSES ASSOCIATION

STAFFING OBJECTIONS

E-MAILED JUN 26 2023

(7)

Part I

*Sharon Munoz RN  
Ashley Jimenez RN  
Jada Brinkley RN  
Jessica Rosas RN*

Nurses Employed at: Saint Francis Medical Center

*Luis Munoz RN Elane Magafas RN*

hereby protest my assignments as:  Primary Nurse  Charge Nurse  LVN Coverage RN

As a patient advocate, in accordance with the California Nurse Practice Act, this is to confirm that I notified you that, in my professional judgment, today's assignment is unsafe and places my patients at risk. As a result, the facility is responsible for any adverse effects on patient care. I will, under protest, attempt to carry out the assignment to the best of my ability.

Part II

I am objecting to the above assignment on the grounds that:

- I was not trained or experienced in area assigned.
- I was not given adequate staff for acuity (short staffed).
- The unit was staffed with excessive registry.
- New Patients were transferred or admitted to unit without adequate staff.
- I was given an assignment which posed a potential threat to the health and safety of my patients.
- I was involuntarily forced to work beyond my scheduled hours.
- Increase acuity patients without adjustment to assignment.
- Inadequate support staff to allow safe quality care.

LVN coverage causing OOR.

Functioning in multiple assignments/areas (i.e. Charge and Monitor Tech.; Charge and Break relief)

Breaker flexed prior to providing break and meal relief to all staff

No breaker

OOR (#of pts per nurse) 4:1 assignment = few admissions.

MICN with other Assignment (Trauma / Break relief)

Other (please specify) Combined Break/prime nurse

Part III

#Beds/Pt's: \_\_\_\_\_ Census of Unit \_\_\_\_\_

Acuity:  High  Average  Low Clerk:  Yes  No

Part IV

	Shift	
	Regular/Float	Casual
RN		
LVN		
Aide		
Registry		

Staffing

No Charge Nurse

Part V

ACTION: Notified supervisor/other \_\_\_\_\_

Supervisor response \_\_\_\_\_

Part VI

Comments / Additional Information: \_\_\_\_\_

*WCCOOL team (FAX)*

UNIT: Nicu

SHIFT: 7a-7p



DATE: 6/19

*RKW*

(4)

UNITED NURSES ASSOCIATION OF CALIFORNIA/ UNION OF HEALTH CARE PROFESSIONALS  
ST. FRANCIS REGISTERED NURSES ASSOCIATION

STAFFING OBJECTIONS

E-MAILED JUN 26 2023

Part I

W. Choi RN

Nurse/s Employed at: Saint Francis Medical Center

C. Gordon RN (Cheryl Gordon RN)

D. Hodson RN

Y. Kim RN

hereby protest my assignment as:  Primary Nurse  Charge Nurse  LVN Coverage RN

As a patient advocate, in accordance with the California Nurse Practice Act, this is to confirm that I notified you that, in my professional judgment, today's assignment is unsafe and places my patients at risk. As a result, the facility is responsible for any adverse effects on patient care. I will under protest, attempt to carry out the assignment to the best of my ability.

Part II

I am objecting to the above assignment on the grounds that:

- I was not trained or experienced in area assigned.
- I was not given adequate staff for acuity (short staffed).
- The unit was staffed with excessive registry.
- New Patients were transferred or admitted to unit without adequate staff.
- I was given an assignment which posed a potential threat to the health and safety of my patients.
- I was involuntarily forced to work beyond my scheduled hours.
- Increase acuity patients without adjustment to assignment.
- Inadequate support staff to allow safe quality care. *no code team p admits*
- LVN coverage causing OOR.
- Functioning in multiple assignments/areas (i.e., Charge and Monitor Tech; Charge and Break relief)
- Breaker flexed prior to providing break and meal relief to all staff
- No breaker
- OOR (#of pts per nurse) \_\_\_\_\_
- MICN with other Assignment (Trauma / Break relief)
- Other (please specify) \_\_\_\_\_

Part III

#Beds/Pt's: \_\_\_\_\_ Census of Unit 11 @ T admits Acuity:  High  Average  Low Clerk:  Yes  No

Part IV

	Shift
	Regular/Flat Casual
RN	
LVN	
Aide	
Registry	

Staffing  
 No Charge Nurse

Part V

ACTION: Notified supervisor/other E. Castillo RN Nicu manager  
Supervisor response \_\_\_\_\_  
NAME/TITLE DATE/TIME

Part VI

Comments / Additional Information: all off duty staff called.



STATS	1900	2100	2300	0100	0300	0500
CHARGE NURSE	Sharon	—————	—————	—————	—————	—————>
DATE/TIME	6/16/23	—————	—————>	6/17/23	—————	—————>
TOTAL PATIENTS	49	52	63	58	53	50
ADMISSIONS	9	7	8	10	10	14
ICU	1	0	1	1	0	0
TELE	2	3	1	2	1	2
MED SURG	3	1	3	1	1	4
PSYCH	3	3	3	6	8	8
NICU	—	—	—	—	—	—
L&D	—	—	—	—	—	—
AMBULANCE HOLDS	2	3	3	3	4	5
LONGEST WAIT TIME	0:46	0:47	2:28	2:42	4:34	6:32
ED MAIN STAFF						
TC TOTAL PTS	33	35	40	36	31	25
TC ADMITS	2	2	3	4	5	3
WAITING TO BE SEEN	15	16	15	12	13	14
WAIT TIME	3:46	2:02	3:43	3:04	3:15	4:27
TC STAFF						
CEDOCs	156	187	200	193	172	182

## NOTES:

Transfers Psych

#29

#24

#25

13-15H → closed @ 0315

STATS	1900	2100	2300	0100	0300	0500
CHARGE NURSE	Sharon	—————→				
DATE/TIME	6/18/23	—————→		6/19/23	—————→	
TOTAL PATIENTS	82	75	56	39	29	22
ADMISSIONS	7	7	11	7	4	6
ICU	0	1	1	1	1	1
TELE	2	3	6	5	6	4
MED SURG	3	3	4	1	5	1
PSYCH	1	2	0	0	0	0
NICU	—	—	—	—	—	—
L&D	—	—	—	—	—	—
AMBULANCE HOLDS	1	1	2	1	1	0
LONGEST WAIT TIME	2:19	0:15	0:15	1:00	00:15	—
ED MAIN STAFF						
TC TOTAL PTS	65	60	41	26	14	12
TC ADMITS	1	0	2	0	0	0
WAITING TO BE SEEN	28	28	16	8	4	5
WAIT TIME	8:59/2:58	10:54/4:55	2:30	02:30	04:26	0:32
TC STAFF						
CEDOCs	188	193	136	95	73	56
NOTES:						



STATS	1900	2100	2300	0100	0300	0500
CHARGE NURSE	Ashley			Sharon		
DATE/TIME	6/23/23			6/24/23		
TOTAL PATIENTS	56	62	57	46	53	44
ADMISSIONS	6	7	11	14	13	12
ICU	1	0	0	1	3	2
TELE	4	4	7	9	8	9
MED SURG	1	1	3	3	1	0
PSYCH	0	0	1	1	1	1
NICU	0	0	0	—	—	—
L&D	0	0	0	—	—	—
AMBULANCE HOLDS	6	7	6	4	5	6
LONGEST WAIT TIME	1:00	3:00	5:00	3:48	2:16	3:25
ED MAIN STAFF						
TC TOTAL PTS	34	44	36	27	26	18
TC ADMITS				4	4	4
WAITING TO BE SEEN	17	13	13	10	9	9
WAIT TIME	3:00	5:00	3:00	4:46	3:00	2:38
TC STAFF	3	3	2			
CEDOCS	124	124	117	102	122	103
NOTES:						

STATS	1900	2100	2300	0100	0300	0500	
CHARGE NURSE	Sharon	—————→					→
DATE/TIME	6/24/23	—————→			6/25/23	—————→	
TOTAL PATIENTS	40	37	42	48	42	38	
ADMISSIONS	7	5	5	7	8	7	
ICU	0	0	0	0	1	1	
TELE	2	1	1	1	1	0	
MED SURG	3	2	2	3	2	2	
PSYCH	2	2	2	3	4	4	
NICU	—	—	—	—	—		
L&D	—	—	—	—	—		
AMBULANCE HOLDS	2	0	1	3	5	2	
LONGEST WAIT TIME	0:50	—	0:01	1:41	2:33	4:16	
ED MAIN STAFF							
TC TOTAL PTS	28	26	31	33	24	22	
TC ADMITS	4	2	1	1	1	3	
WAITING TO BE SEEN	9	8	10	13	5	2	
WAIT TIME	1:47	0:41	0:56	2:15	0:40	1:34	
TC STAFF							
CEDOCs	98	92	107	127	106	95	
NOTES:							



STATS	1900	2100	2300	0100	0300	0500	
CHARGE NURSE	Sharon	—————→					→
DATE/TIME	6/25	—————→			6/26	—————→	
TOTAL PATIENTS	43	45	62	42	37	28	
ADMISSIONS	9	10	9	13	13	9	
ICU	2	1	4	3	2	0	
TELE	2	0	0	2	2	2	
MED SURG	1	3	0	3	4	2	
PSYCH	4	5	5	5	5	5	
NICU	—	—	—	—	—	—	
L&D	—	—	—	—	—	—	
AMBULANCE HOLDS	4	2	10	3	0	0	
LONGEST WAIT TIME	3:30	2:07	4:17	4:03	—	—	
ED MAIN STAFF	2						
TC TOTAL PTS	21	26	33	21	19	12	
TC ADMITS	1	2	0	3	2	0	
WAITING TO BE SEEN	8	9	13	1	1	0	
WAIT TIME	1:13	1:11	2:01	0:07	0:08	—	
TC STAFF							
CEDOCS	128	126	183	123	118	85	
NOTES:							

CDPH Complaint  
filed 3/19/23 (online)

- 5th floor (VP sheet)
  - training, compliance / policy
  - level etc etc
- starting directions included a complaint

Complaint # CA00832039

- 8/10/23 (Document dated 4/13/23)
- complaint submitted
  - LHC validated during onsite visit
  - #2567 plan of correction document →  
called for copy

Re: 5th floor VP sheet





5th floor  
- SIP VP Summit & trainings



**BARBARA FERRER, Ph.D., M.P.H., M.Ed.**  
Director

**MUNTU DAVIS, M.D., M.P.H.**  
County Health Officer

**MEGAN McCLAIRE, M.S.P.H.**  
Chief Deputy Director

**NICHOLE QUICK, M.D., M.P.H.**  
Deputy Director for Health Protection

**SUZETTE LEVERETT-CLARK, RN, MSN**  
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8/10. Called for  
#2507 Plan of Correction  
form.

June 13, 2023 - Received 8/10/23

Sandra Marques  
5815 E. La Palma # 167  
Anaheim Hills, CA 92807

Dear Sandra Marques:

FACILITY: Saint Francis Medical Center  
COMPLAINT NUMBER: CA00832039

The Licensing & Certification Program (L&C) within the California Department of Public Health has completed an investigation of your complaint concerning Quality of Care/Treatment and Resident Safety at Saint Francis Medical Center. L&C made an unannounced visit to the facility on April 4, 2023 and investigated circumstances surrounding your complaint through direct observation, interviews, and/or review of documents. The outcome of this investigation is as follows:

- have substantiated your complaint.
- substantiated other, unrelated violation(s) not specific to your complaint allegation(s).
- were not able to substantiate your complaint.

The basis for this finding is as follows:

- L&C validated the complaint allegation during the onsite visit.



\_\_\_ L&C was not able to validate the complaint allegation, but did identify other unrelated violations during the onsite visit.

\_\_\_ L&C validated the complaint allegation, but determined through direct observation, interviews, and/or review of documents that the facility did not violate any State and/or Federal laws or regulations.

\_\_\_ L&C was not able to validate the complaint allegation through direct observation, interviews, and/or review of documents. In addition, no other unrelated violations of regulations were observed.

The 2567 has been sent to the provider for documenting their plan/s of correction. If you would like a copy of this document, please call the District Office at (800) 228-1019 and request a copy.

Current law authorizes L&C to make a final determination when investigating complaint allegations in hospitals. Our final decision is based on onsite investigation including direct observations, interviews, and review of documents.

Thank you for sharing your concerns, we will continue our efforts to ensure that patients receive care, services and reside in an environment in accordance with their needs and preference.

Should you have any questions, please contact Naiades Paule, Health Facilities Evaluator Supervisor, at (626) 312-1187.

Sincerely,

Suzette Leverett-Clark, RN, MSN, Acting Chief  
Health Facilities Inspection Division

*For Nadia Paule*  
Naiades Paule, MSN, MPH, CNS, Supervisor, HFEN  
Acute & Ancillary Unit  
3400 Aerojet Avenue, #323  
El Monte, California 91731

NP:jc