

Guidelines for the Call-off Process of Registered Nurse (RN) Staff at Both Campuses for Inpatient Nursing Units, Psychiatric Units, Emergency Departments, and Family Birth Center

Procedure: When all staffing needs are met, the following procedure is completed in time zones as defined (all call-off blocks are offered to the same staff member, regardless of shift length):

- 4 hour day/evening
- 8 hour nights

Prior to call-off, the following should be completed for all RN/Clinical Leader (CL) titles, including Float Pool staff:

1. The unit that is overstaffed will float staff in accordance with the Float policy (NDM B-09)
 - a. This applies to all areas listed above and includes floating an RN as a helper when nurses of the specialty are not available (i.e. ICU RN to PACU, ED to 5B, or 5W to ED)
 - b. This also includes floating between campuses
2. Cancel scheduled overtime - when staff has their overtime canceled it will be determined if the entire overtime shift is canceled or just a portion of the overtime shift. The overtime staff member will receive one phone call. They will not be called later and canceled for the next portion of their shift.
3. Cancel scheduled extra time
4. Offer voluntary flexing-off of overtime and then extra time already worked in the pay period by seniority
5. Offer voluntary changing of future overtime to straight time within the pay period flex schedule to meet unit needs (i.e. make today an 8 hour vs a 12 hour, RN goes home at 1500 and make 4 hours of overtime tomorrow straight time)
6. Offer flexing of schedule within pay period to fill needs in schedule
7. Cancel Per Diem RNs - when a per diem shift is canceled it will be determined if the entire per diem shift is canceled or just a portion of the shift. The per diem staff member will receive one phone call. They will not be called later and canceled for the next portion of their shift.
8. Offer RNs to leave and charge accruals (Personal Leave or Holiday Comp) based on seniority on unit that is overstaffed; this includes Float Staff who have been floated to the overstaffed unit
 - a. Every unit shall keep a call-off log and staff will rotate who has been called off
 - b. Administrative Supervisors will keep a call of log for Float Pool Travel RNs, Per Diem RNs, and Float Pool RNs
 - c. Pediatric Float Pool will maintain their log
 - d. Clinical Leaders may be considered for cancellation only if there is double coverage
9. If a unit needs to float a nurse and call-off a nurse (with use of accruals), the RN whose turn it is to be called-off is addressed first, then who will float will be determined
10. For the Summer (Memorial Day, July 4th, Labor Day) and Winter (Thanksgiving, Christmas, New Year) holidays, the most senior RN working two or more holidays may be called off (policy NDM B-34)
11. Cancel Travelers

Additional Considerations:

- Managers should continue to communicate to Charge Nurses and Administrative Supervisors for any educational time needed on unit. For example, if unit staff needs to complete mandatory education, please consider this before calling-off staff from the unit.
- Call-offs are made at the discretion of the Administrative Supervisor based on operational needs.

Reviewed/revised: 4/5/2016, 2/6/2019, 3/25/2020, 5/6/2020, 7/2/20

Administrative Supervisors, Nursing Business Operations, and Staffing Practice System Council