**WA State 24/7 RN Staffing (NH)**

 **Exception Request Packet – Required Contents**

Documentation submitted in support of a facility’s exception request should demonstrate the full range and scope of all recruitment and retention strategies implemented by the facility during the six (6) months prior to request submission.

Only complete exception request packets will be assigned for panel review. To be considered complete, facility’s must submit at minimum:

1. An exception request letter detailing the following information for the six months prior to packet submission:
	* The dates and times the facility was non-compliant with the 24/7 RN staffing requirement; and
	* The verifiable hardship that’s prohibiting the facility from achieving compliance; and
	* All strategies and tasks completed by the NH to hire and retain RN staff.
2. A copy of the facility’s current facility-wide assessment, completed in accordance with requirements at [42 CFR 483.71](https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-483/subpart-B/section-483.71).
3. The facility’s detailed plan to hire and retain RN staff, containing at minimum: Identified staffing deficits, operationalized strategies, timelines, task assignment, and budget for bringing the facility into compliance with the 24/7 RN staffing standard.
4. Objective documentation of all strategies implemented by the facility for each of the following four (4) categories.

*Facilities that are part of a corporate entity must submit only documentation of strategies implemented and funds expended specific only to the requesting facility.*

**RN WAGES:**

* A copy of the facility’s current RN wage scale containing periodic step increases,
* A copy of the facility’s HR policy that outlines available shift differentials and/or bonuses offered to RNs for working hard to fill shifts,
* A copy of the facility’s HR policy that outlines available sign on or referral bonuses.

*(The facility’s RN wage scale is considered competitive if an RN with five years’ work experience is eligible to receive wages equal to at least the mean hourly wage for the area, as identified on document: “RN/Population Ratios & Wages by Location” at* [*NH Policy & Procedure Documents | DSHS*](https://www.dshs.wa.gov/altsa/residential-care-services/nh-policy-procedure-documents)*)*

**RN RECRUITMENT:**

* Copies of RN position announcements from all platforms utilized,
* Paid invoices from platforms where position announcements were posted,
* Screenshots from facility website containing available positions and application process,
* Pictures of hiring banners, brochures, flyers,
* Agreements/contracts with nursing schools/programs,
* Pictures, screenshots, brochures, flyers for job fairs attended at local high schools, work force, colleges, and universities,
* A copy of the facility’s HR policy that outlines available supports available through the facility in support of NAC to RN pathway,
* Documentation of recruiter activities,
* A copy of the contract/agreement with a healthcare recruitment agency,
* RN float pool development documentation,
* A copy of the facility’s HR policy that outlines available RN tuition reimbursement and/or student loan repayment options available through the facility,
* HR documentation of the following:
* Outreach efforts to prior applicants and/or employees,
* Total number of RN applications received,
* Total number of interviews conducted,
* Total offers made, salary offered, and outcome.

*(The supply of registered nurses in the area where the facility is located is considered insufficient to meet area needs if the RN to population ration is a minimum of 20% below the WA State average. See “RN/Population Ratios & Wages by Location” at* [*NH Policy & Procedure Documents | DSHS*](https://www.dshs.wa.gov/altsa/residential-care-services/nh-policy-procedure-documents)*)*

**BENEFITS** *(Official documentation may include copies of policies, HR documents provided to employees, screenshots, pictures, etc.):*

* Medical, dental, vision insurance,
* Retirement,
* Short-term disability,
* AD&D coverage,
* EAP assistance,
* HSA/FSA accounts,
* CEU cost reimbursement,
* Credentialing cost reimbursement,
* Reduced cost pet insurance,
* Reduced cost auto and/or home insurance,
* Reduced cost legal assistance,
* Access to net earnings prior to payday,

**EMPLOYEE MORALE/RETENTION** *(Official documentation may include receipts,invoices, pictures, screenshots, etc):*

* Use of agency staff to cover unfilled shifts,
* Employee appreciation events,
* Employee of the month events,
* Public recognition of RN practice excellence,
* Wellness programs,
* Flexible scheduling,
* Shift pickup bonuses,
* Professional development opportunities (in excess of mandatory training),
* Employee discounts for events, products, services,
* Staff holiday celebrations,
* Employee meals and special snack availability,
* Employee gifts, incentives, bonuses, etc.