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I. PURPOSE:

To provide consistent criteria for canceling staff when staffing resources exceed need. This procedure pertains to Registered Nurses (RN), Nursing Assistants (NA), and Unit Secretaries (US).

II. DEFINITIONS:

A. Absent time (“A” day): Time off due to an excess of staffing resources. Absent time can either be voluntary or mandatory.

III. PROCEDURE:


- A. The Patient Care Manager, Assistant Patient Care Manager, or Resource Nurse will determine who can receive an Absent day (A-day) based on patient acuity, skill need, specialty roles, and number of staffs required. If there is an excess of staff in a particular category, Absent Time will be given. The Resource Nurse in collaboration with the Administrative Nursing Supervisor and Staffing Coordinator will determine how many “A” days to grant before the shift starts. This is evaluated every 4 hours for the In-Patient units. Exception: On the Night shift, “A” days are granted in 4 and 8-hour blocks. Closed Units will maintain and administer – their own “A” day lists. However, they must notify the Staffing Office before granting time off (See also Floating Guidelines). Procedural and Out-Patient areas will follow established individual practices.
- B. The Resource Nurse will be responsible to document Absent Time on the daily Assignment sheet. The Staffing Office will keep track of the A-days granted on the automated Staffing Sheet. Any discrepancies needing resolution will be escalated to the Staffing Office Manager.
- C. Staff will not be required to float to provide voluntary “A” days on another unit. However, staff who are oriented to and meet the required competency skills of another unit and want to work may request to float to that unit so that staff there can be granted an “A” Day” in compliance with all other floating guidelines.
- D. Process for Requesting Voluntary Absent Time: Voluntary Absent Time will be granted based on equity and where applicable, seniority. Scheduled PTO will not be considered.
 - 1. Staff may request an “A” day at any time from four-weeks in advance, up to 8 hours prior to the start of the shift desired. Requests are made on-line using the SHC application. Example: Request A-day no later than 10:45p.m. for the start of the next Day shift at 6:45a.m.
 - 2. The Staffing Coordinator will notify the Resource Nurse of the names of staff who are requesting an A-day.
 - 3. The Resource Nurse will consider skill mix, acuity, and need for specialty roles before granting an A-day.
 - 4. The Staffing Coordinator, in collaboration with the Resource Nurse, will then grant the A-day for that shift/day within the pay period.
 - 5. Each unit will keep a log to indicate which staff has received an A-day with the date. The log will start over at the beginning of each new pay period. The Staffing Office will also keep a record on the Daily Staffing Sheet for that day.

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6. Once someone has received an “A” day, they will not be eligible for additional “A” days if he/she is scheduled with someone who has not had the opportunity for an “A” day and is requesting one. The purpose of this is to ensure that all staff have an opportunity to receive an A-day if they so desire during the current schedule. If no one on the shift is requesting an “A” day, then this individual could be granted the day off.
7. Relief staff will be eligible for Voluntary Absent Time using the same procedures that apply to regular staff.
8. It is the responsibility of the individual who has requested an “A” day to check the website 75 minutes before the start of the shift for notification of approval or denial. The individual will have 15 minutes to accept or deny. If no response, the Staffing Coordinator will go to the next person on the list.
9. The employee will have the option to choose Flex ATO, Flex PTO, or Flex No Pay on the website when accepting the “A” day.
10. If a unit’s need changes before the start of the shift, the Staffing Office or Resource Nurse can call the staff member back within 1 hour of the “A” day being granted without incurring Short Notice Call (SNC). If the staff member does not pick up the call from the Staffing Office, it will be marked as “no call, no show” in API. (Refer to CRONA contract).
11. If in the event, the website is down, staff will request an “A” day by calling the Staffing Office to be placed on the list. “A” days will be granted based on the order of calls received.

E. Process for Mandatory Absent Time: Mandatory Absent time must be given when staffing resources exceed the need and no work is available in the area or region and no one volunteers.

1. CRONA employees must be given Mandatory Absent Time in the following order:
 - a. Relief staff working over commitment
 - b. Regular staff working over commitment
 - c. Traveler or Agency Staff
 - d. Relief Staff (with the fewest number of cancelled hours during the pay period). If that is equal, the least senior would be cancelled.
 - e. Regular staff based on inverse seniority and by hours of cancellation per the pay period.
 - f. Regular staff on Closed Units will be offered the opportunity to float before being given Mandatory Absent Time.
2. SEIU Employees must be cancelled in the following manner:
 - a. Employees for whom overtime premium would be paid
 - b. Employees working extra hours beyond their regular schedule
 - c. Registry/temporary agency personnel
 - d. Volunteers provided their schedule reflects the number of hours to be cancelled, and the remaining employees possess the qualifications, skills, abilities, and competencies needed on the work unit or shift.
3. Mandatory Absent time will be given in 4-hour, 8 hour or 12-hour increments in accordance with the unit needs.
4. If more than one individual is cancelled in a day, best efforts will be made to cancel each for his/her entire shift; i.e. 8 or 12 hours. To grant full shifts off, priority for time off is given to the individual who has already received a partial shift of Mandatory “A” time.

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5. Staff must be notified of a Mandatory A- Day at least 60 minutes prior to the start of their shift. CRONA nurses called back to work after one hour of receiving a Mandatory Absent Day will be paid time and a half for those hours worked. SEIU staff will receive straight time pay.
6. The last staff member (Relief or Regular) who has received a mandatory “A” day should be given the first option of returning to work if the unit’s need changes.

IV. COMPLIANCE:

- A. All workforce members including employees, contracted staff, students, volunteers, credentialed medical staff, and individuals representing or engaging in the practice at SHC are responsible for ensuring that individuals comply with this policy.
- B. Violations of this policy will be reported to the Department Manager and any other appropriate Department as determined by the Department Manager or in accordance with hospital policy. Violations will be investigated to determine the nature, extent, and potential risk to the hospital. Workforce members who violate this policy will be subject to the appropriate disciplinary action up to and including termination.

V. RELATED DOCUMENTS / PROCEDURES:

- A. NA

VI. APPENDICES:

- A. [Wishlist Online](#)

VII. DOCUMENT INFORMATION:

- A. Legal References / Regulatory Requirements:
 1. CRONA Contract, SEIU Contract
- B. Original Document:
 1. 05/2018, Julie Tisnado, Associate Chief Nursing Office, Ambulatory; Salem Paschal, Clinical Inpatient Access and Clinical Support
 2. Stored in: Org-wide Document Management System
- C. Distribution and Training Requirements:
 1. New documents or any revised documents will be distributed to Department Manual holders. The department/unit/clinic manager will be responsible for communicating this information to the applicable workforce members.
- D. Review and Renewal Requirements:
 1. This policy will be reviewed and/or revised every three years or as required by change of law or practice.
- E. Review and Revision History:
 1. 04/2020, Julie Tisnado, Associate Chief Nursing Office, Ambulatory; Salem Paschal, Clinical Inpatient Access and Clinical Support
- F. Approvals:
 1. 2020, Anita Girard (ASSOC CHIEF NURSING OFFICER), Dale Beatty (CNO & VP PATIENT CARE SRVCS), Gretchen Brown (ACN-INFORMATICS OFFICER), Julie

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Tisnado (ASSOC CHIEF NURSING OFFICER), Salem Paschal (DIR-CLIN INPATIENT ACCESS), Suzanne Harris (DIR-MYSUPPORT E&LR)

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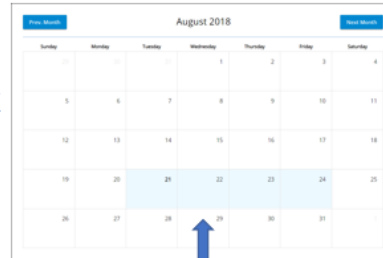
Appendix A

Wishlist Online: Desktop and Mobile

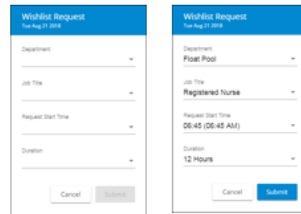
When requesting from home, ensure DUO Mobile is downloaded on your smart phone then log in using your SID and password:

<https://adaywishlist.stanfordhealthcare.org/>

Once you log in a calendar will appear.



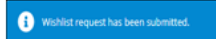
Days in blue are eligible to make an A-day request. Click or tap on any available day to open the Wishlist request.



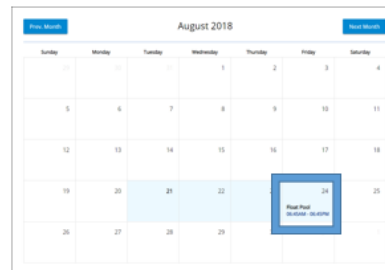
The image shows two side-by-side screenshots of the 'Wishlist Request' form. The left form shows the 'Department' dropdown set to 'Float Pool' and the 'Job Title' dropdown set to 'Registered Nurse'. The right form shows the 'Request Start Time' dropdown set to '08:45 (08:45 AM)' and the 'Duration' dropdown set to '12 Hours'. Both forms have 'Cancel' and 'Submit' buttons at the bottom.

Note: The submit button on the Wishlist request dialog will be disabled until all information for the request has been entered correctly

1. Fill out each section in its entirety
2. For example, if you are a day shift employee who would like to receive an A-Day for 3pm-7pm you would choose 2:45pm as the start time and 4 hours as the duration
3. After clicking submit in the Wishlist dialog, a message will pop-up on the screen to indicate the request was submitted successfully.



4. The calendar will also be updated with the newly submitted request.
5. An existing request can be edited or removed by selecting it on the calendar.



Editing a request will not change your place on the list