

Submitter: Anabel Kelly

On Behalf Of:

Committee: House Committee On Behavioral Health and Health Care

Measure: HB2697

Short staffing in ambulatory nursing means delays to patient care and delays to clinic/department workflows. Ambulatory nurses are often responsible for serving the needs of all patients. When there aren't enough nurses, only so many patients can actually receive nursing care, leaving some patients waiting days for a call back. Frustrations around delays in communication and in care are reflected in many patient experience comments. Without adequate staffing, we are drowning along with our patients. Trying to get everyone's needs met, we exhaust ourselves working through lunch, constantly trying to catch up, frequently leading to burnout. Our patients can't share the symptoms they are concerned about, or get help reordering the supplies they are out of; they can't get the education and reassurance they need to feel well cared for.