

Chair Nosse, Vice Chairs Goodwin and Nelson, and members of the committee, my name is Kristel Royal, I am a charge nurse for Marquis at Hope Village in Canby OR.

HB 2665 is aimed at ensuring the temporary health care workers, agency staff from here on out, industry is affordable and accountable. As it is, there is no cap as to what agencies can charge a facility for their services. There is no difference in the licensure as far as education and skills for agency nurses and permanent staff nurses, but agency nurses make twice as much if not more than permanent staff nurses performing the same duties.

Over the past few years long term care facilities have had an increased need for the use of agency nurses. This has negatively impacted permanent staff; an example is when Human Resources hires agency, they are prioritized over permanent staff cutting hours short for the pay period. Costing not only permanent staff, but the LTC facility up to \$1000's in unnecessary costs.

Overstaffing with agency also effects the quality of care our residents in LTC receive. Permanent staff are familiar with our residents' individual cares and needs and can anticipate these for top quality care. I have witnessed incorrect care and treatments provided, not purposefully, by agency nurses. In one instance, medicated ointment was applied to the wrong resident because of unfamiliarity. Fortunately, there were no ill effects for the resident. I can imagine there have been worse cases. Also, I have heard agency nurses provide incorrect information regarding resident cares, again not purposefully, during shift change report. Lastly, documentation in health care settings is

crucial, when agency nurses omit this from their tasks the LTC facility is held accountable not the individual who failed to perform their duties.

Because of the current health care staffing crisis, I can anticipate the need for agency nurses to increase over the coming years. LTC residents, their families and permanent staff strive to receive and provide the highest quality care possible.

Temporary health care staffing and agencies should be affordable and accountable.

Thank you,

Kristel Royal, LPN