



**SEIU**Healthcare®  
United for Quality Care

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## **ASSIGNMENT DESPITE OBJECTION (ADO) INSTRUCTIONS**

**By completing an Assignment Despite Objection (ADO) Form, you are helping to make a problem known to management. This creates an opportunity for the problem to be addressed. Additionally, you are documenting the facts, which may be helpful to you later if there is a negative outcome.**

A nurse questioning an assignment should communicate this concern in the following manner:

- 1) Immediately notify the person responsible for the assignment(s) on that shift (SUS/Manager/Staffing Office, etc) and discuss the concern.
- 2) The person responsible for making the assignment(s) should then assess options and seek to remedy the situation. When no possible alternatives are identified, the person in charge should contact her/his immediate supervisor on duty.
- 3) The supervisor should attempt to resolve the situation utilizing available resources as she/he determines appropriate.
- 4) If the nurse is dissatisfied with the decision of the supervisor, the nurse should initiate an Assignment Despite Objection (ADO) form and, if necessary, a Midas Report, prior to end of the shift.
- 5) ADO's are investigated by the unit manager. Managers will attend the scheduled Nurse Staffing Committee meeting with the results of the investigation of the ADO. SEIU member leadership and hospital leadership will jointly review all ADO's and recommendations. In some instances, the RN may be asked to attend to speak about their concerns.
- 6) Nurses who raise assignment concerns should be free from restraint, interference, discrimination, or reprisal.

### **ADO "DO's":**

1. Do notify your SUS and/or manager on call for help as soon as you realize there is a problem. This may be related to patient assignment, situation or staffing levels that are not adequate in your professional judgment to provide proper and safe nursing care.
2. Do state that you will provide the best nursing care you can under the circumstances if help is denied, but the patients have the right to receive safe, professional nursing care.
3. Do familiarize yourself with the standard RN-to-patient ratios on the units you work.
4. Do "tell your story" of the shift. RN/patient ratios are not always the full picture.

5. Do include suggestions for change, ideas, or your expected resolution.
6. Do fill out the current ADO form completely and send it to your SUS/manager as soon as possible- incomplete forms cannot be accepted.
7. Do forward a copy to your SEIU delegate, SEIU organizer and retain a copy for your records.

**ADO "DON'T's":**

1. Don't use the form if you have adequate help. If these forms are used indiscriminately and without justification, it will dilute their usefulness.
2. Don't use the form just to "complain" about a busy day. The intent of an ADO is to document unsafe conditions.
3. Don't use the form if you have failed to notify the person in charge of assignments in person or by phone of your need for more help. This form is to document your request for additional help or resources. If you didn't make the situation known, you may not use this form.

<b>ADO</b>	<b>NURSE</b>	<b>Supervisor</b>	<b>Nurse Staffing Committee</b>	<b>SEIU</b>
<b>Timeframe for Action</b>	Day of complaint up to 36 hours	1-14 days	Next scheduled meeting	Ongoing
<b>Action(s)</b>	Complete entire form, file one copy with supervisor, one copy with SEIU representative, keep copy for personal records	Investigates, utilizes interview, staffing matrix, etc.  Develops Action Plan (AP)	Reviews ADO with manager.  Discuss Action Plan and timeframe for follow up	Keeps file of ADOs  Follow up on AP follow through  Educates RN if form incomplete, inappropriate use, etc.
<b>Communication</b>	Await response; ongoing communication with supervisor and SEIU related to action plan	Responds to RN	Responds to RN within 14 days after NSC or 30 days after action plan.	