

☞ **07hr_sb0512_SC-LEUA_pt01**



Details:

(FORM UPDATED: 08/11/2010)

**WISCONSIN STATE LEGISLATURE ...
PUBLIC HEARING - COMMITTEE RECORDS**

2007-08

(session year)

Senate

(Assembly, Senate or Joint)

**Committee on ... Labor, Elections and Urban
Affairs (SC-LEUA)**

COMMITTEE NOTICES ...

- Committee Reports ... **CR**
- Executive Sessions ... **ES**
- Public Hearings ... **PH**

INFORMATION COLLECTED BY COMMITTEE FOR AND AGAINST PROPOSAL

- Appointments ... **Appt** (w/Record of Comm. Proceedings)
- Clearinghouse Rules ... **CRule** (w/Record of Comm. Proceedings)
- Hearing Records ... bills and resolutions (w/Record of Comm. Proceedings)
(**ab** = Assembly Bill) (**ar** = Assembly Resolution) (**ajr** = Assembly Joint Resolution)
(**sb** = Senate Bill) (**sr** = Senate Resolution) (**sjr** = Senate Joint Resolution)
- Miscellaneous ... **Misc**

- Jon Erpenbach — Senator
- Zeke Dasho — Representative Christine Sinicki
- Zeke Dasho — Representative Chuck Benedict
- Josh Zepnick — Representative
- Bethany Ordaz — SEIU Wisconsin State Council
- Joanne Ricca — AFL-CIO
- Terrell Brock
- John Grabel — AFSCME
- Stephanie Bloomingdale — WFNHP
- Telemachus Ratalidys — WFNHP
- Scott Hanson — SEIU Healthcare
- Thomas Elert
- Brenda Frary — SEIU 1199
- Mark LaFlash — SEIU 1199
- Sandra Faust
- Shon Jones — SEIU 1199
- Paege Heckel — SEIU 1199
- Lynda Strom — SEIU 1199
- Jeff Mintzlaff
- Geri Marsh — SEIU 1199
- Cruz Cid — SEIU 1199
- Brian Reid — SEIU 1199
- Trish Hellann
- Becky Anderson — SEIU 1199
- Mary Malaney

Registrations Against

- Melvina Huggins — Meriter Hospital
- Randy Schade
- Mary Kay Grasmick
- Peggy Ose — Wisconsin Organization of Nurse Executives
- Sarah Diedrick-Kasdorf — Wisconsin Counties Association
- Jim McGinn — Wisconsin Health Care Assn

Registrations for Information Only

- None.

March 5, 2008

EXECUTIVE SESSION HELD

Present: (4) Senators Coggs, Wirch, Lehman and Grothman.
 Absent: (1) Senator A. Lasee.

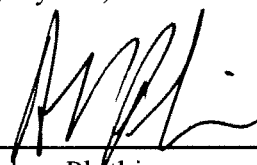
Moved by Senator Wirch, seconded by Senator Lehman that
Senate Bill 512 be recommended for passage.

Ayes: (3) Senators Coggs, Wirch and Lehman.

Noes: (1) Senator Grothman.

Absent: (1) Senator A. Lasee.

PASSAGE RECOMMENDED, Ayes 3, Noes 1

A handwritten signature in black ink, appearing to read 'A. Plotkin', written over a horizontal line.

Adam Plotkin
Committee Clerk



Vote Record

Committee on Labor, Elections and Urban Affairs

Date: **Wednesday, March 5, 2008**

Moved by: WIRCH Seconded by: LEHMAN

AB _____ SB **512** _____ Clearinghouse Rule _____
 AJR _____ SJR _____ Appointment _____
 AR _____ SR _____ Other _____

A/S Amdt _____
 A/S Amdt _____ to A/S Amdt _____
 A/S Sub Amdt _____
 A/S Amdt _____ to A/S Sub Amdt _____
 A/S Amdt _____ to A/S Amdt _____ to A/S Sub Amdt _____

Be recommended for:
 Passage Adoption Confirmation Concurrence Indefinite Postponement
 Introduction Rejection Tabling Nonconcurrence

<u>Committee Member</u>	<u>Aye</u>	<u>No</u>	<u>Absent</u>	<u>Not Voting</u>
Senator Spencer Coggs, Chair	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senator Robert Wirch	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senator John Lehman	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senator Glenn Grothman	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senator Alan Lasee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Totals:	_____	_____	_____	_____

Motion Carried Motion Failed



Plotkin, Adam

From: Masih, Linda [Linda.Masih@va.gov]
Sent: Thursday, February 21, 2008 7:34 PM
To: Sen.Coggs
Subject: SB 512

As a registered nurse in Wisconsin I am requesting your opposition to SB 512 relating to elimination of mandatory overtime for nurses. As a manager we never look at mandatory overtime as a first line response to addressing staffing needs within our facility. Numerous processes are in place to address planned and unplanned vacancies but even the best plans occasionally are not successful.

Responding to unpredictable health care needs such as acute changes in patient acuity, high volume, and other events such as weather related emergencies can have a significant impact on our ability to provide safe, quality care to our patients. Eliminating our ability to utilize mandatory overtime in extreme situations can have an adverse effect on the care delivery to our patients.

In lieu of implementing a mandatory overtime Bill to address the healthcare needs of Wisconsin consumers I suggest we look into other strategies to encourage enrollment in nursing programs, assuring adequate numbers of prepared educators for persons wishing to enter the health care field, and assuring pay rates for educators and nursing personnel that is commensurate with the responsibilities of the position.

I thank you for your attention to this matter and encourage you to consider your own needs as a consumer of health care and the importance of having a nurse present to attend to those needs.

*Linda Masih RN MSN
Program Manager Acute Nursing: Med/Surg/ CC*



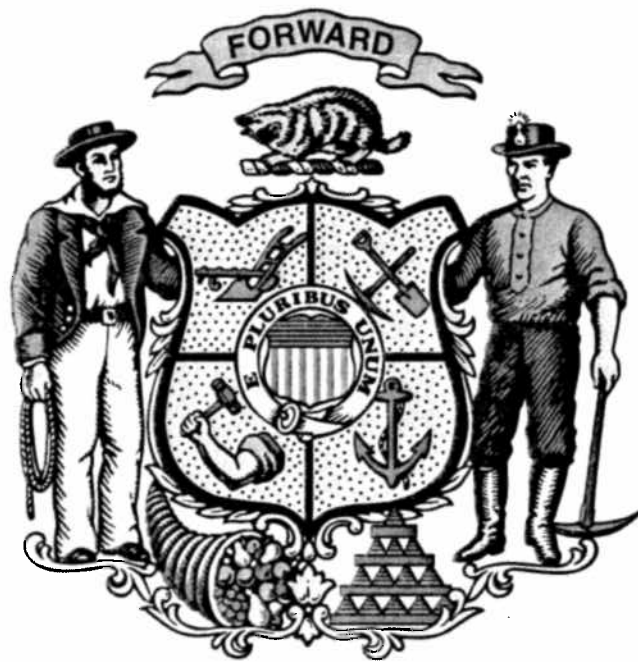
Plotkin, Adam

From: marisa.wall@aurora.org
Sent: Friday, February 22, 2008 9:00 AM
To: Sen.Coggs
Subject: Bill 512

Senator Coggs,

"I understand that Senate Bill 512, prohibiting the use of mandatory overtime, will have a public hearing before the Senate Labor Committee on Feb. 27. As a health care worker, I would like to tell you how negatively this legislation would impact my ability to effectively care for my patients. Staffing a hospital is both art and science; every hospital is different. Senate Bill 512 is a one-size-fits-all approach to hospital staffing and does not reflect studies showing that mandatory overtime is very rarely used. If use of overtime was truly the issue then SB 512 should prohibit the use of all overtime, including voluntary...but it does not. For this and many other reasons, I urge you to oppose this legislation. Please contact me if you would like to discuss more."

Marisa Wall, RN



Plotkin, Adam

From: Bob Nichols - CMH Cancer Care Ctr [BNICHOLS@communitymemorial.com]
Sent: Monday, February 25, 2008 2:01 PM
To: Sen.Coggs
Subject: Mandatory Overtime Ban

SBS12?

Senator:

With all due respect, I don't share your view on this issue. The healthcare system is complex and I firmly believe this approach will be detrimental to both the access and quality of care. There is room for a middle ground here that would sense.

If you care to discuss, contact me at 262.257.5109.

Sincerely, one of your constituents:

Bob Nichols
Director of Cancer Services
Community Memorial Hospital
Menomonee Falls, WI
262.257.5109

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Plotkin, Adam

From: Mary Elizabeth Nelson [mnelson@mcw.edu]
Sent: Wednesday, February 27, 2008 10:49 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

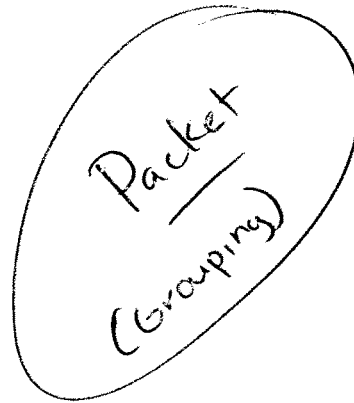
SB 512 - is needed for those health care organizations that continue to use mandatory overtime as a means of meeting nurse staffing levels. This creates unsafe care for patients if the RN is being forced to work and is fatigued. Fatigued nurses can cause unintentional medical errors. RNs are responsible for catching 86 percent of all potential patient errors. Using a fatigued nurse to provide patient care not only can result in patient death and/or injury, but for the RN, termination from the job, Board of Nursing discipline and criminal charges can result.

SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Mary Elizabeth Nelson
3721 W Michigan St
Milwaukee, WI 53208



Packet
—
(Grouping)

Plotkin, Adam

From: Melissa Jordan [melissa.a.jordan@aurora.org]
Sent: Wednesday, February 27, 2008 10:50 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

SB 512 - is needed for those health care organizations that continue to use mandatory overtime as a means of meeting nurse staffing levels. This creates unsafe care for patients if the RN is being forced to work and is fatigued. Fatigued nurses can cause unintentional medical errors. RNs are responsible for catching 86 percent of all potential patient errors. Using a fatigued nurse to provide patient care not only can result in patient death and/or injury, but for the RN, termination from the job, Board of Nursing discipline and criminal charges can result.

SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Melissa Jordan
N8662 Firelane 9
Menasha, WI 54952

Plotkin, Adam

From: Catherine Berry, CCRN [berryCM@uwec.edu]
Sent: Wednesday, February 27, 2008 10:51 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

As a nurse with almost 37 years experience I have seen and felt the impact of overtime. The fatigue factor can endanger patients. Please support this proposed legislation.

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

SB 512 - is needed for those health care organizations that continue to use mandatory overtime as a means of meeting nurse staffing levels. This creates unsafe care for patients if the RN is being forced to work and is fatigued. Fatigued nurses can cause unintentional medical errors. RNs are responsible for catching 86 percent of all potential patient errors. Using a fatigued nurse to provide patient care not only can result in patient death and/or injury, but for the RN, termination from the job, Board of Nursing discipline and criminal charges can result.

SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Catherine Berry, CCRN
4203 Meadowwood Dr
Eau Claire, WI 54701

Plotkin, Adam

From: Brenda Jobe [brenda.jobe@cuw.edu]
Sent: Wednesday, February 27, 2008 10:52 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

SB 512 - is needed for those health care organizations that continue to use mandatory overtime as a means of meeting nurse staffing levels. This creates unsafe care for patients if the RN is being forced to work and is fatigued. Fatigued nurses can cause unintentional medical errors. RNs are responsible for catching 86 percent of all potential patient errors. Using a fatigued nurse to provide patient care not only can result in patient death and/or injury, but for the RN, termination from the job, Board of Nursing discipline and criminal charges can result.

SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Brenda Jobe
430 Overland Trl
Grafton, WI 53024

Plotkin, Adam

From: Cheryl Rihn [crihn@shec.hshs.org]
Sent: Wednesday, February 27, 2008 10:52 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

SB 512 - is needed for those health care organizations that continue to use mandatory overtime as a means of meeting nurse staffing levels. This creates unsafe care for patients if the RN is being forced to work and is fatigued. Fatigued nurses can cause unintentional medical errors. RNs are responsible for catching 86 percent of all potential patient errors. Using a fatigued nurse to provide patient care not only can result in patient death and/or injury, but for the RN, termination from the job, Board of Nursing discipline and criminal charges can result.

SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Cheryl Rihn
Surgical Services Educator
Sacred Heart Hospital
900 W Clairemont Ave
Eau Claire, WI 54701

Plotkin, Adam

From: Tracy Towne [jttowne@tds.net]
Sent: Wednesday, February 27, 2008 10:55 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

SB 512 - is needed for those health care organizations that continue to use mandatory overtime as a means of meeting nurse staffing levels. This creates unsafe care for patients if the RN is being forced to work and is fatigued. Fatigued nurses can cause unintentional medical errors. RNs are responsible for catching 86 percent of all potential patient errors. Using a fatigued nurse to provide patient care not only can result in patient death and/or injury, but for the RN, termination from the job, Board of Nursing discipline and criminal charges can result.

SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Tracy Towne
1823 1st Ave
Monroe, WI 53566

Plotkin, Adam

From: sheila zimmer [ps9@sbcglobal.net]
Sent: Wednesday, February 27, 2008 10:58 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

SB 512 - is needed for those health care organizations that continue to use mandatory overtime as a means of meeting nurse staffing levels. This creates unsafe care for patients if the RN is being forced to work and is fatigued. Fatigued nurses can cause unintentional medical errors. RNs are responsible for catching 86 percent of all potential patient errors. Using a fatigued nurse to provide patient care not only can result in patient death and/or injury, but for the RN, termination from the job, Board of Nursing discipline and criminal charges can result.

SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

sheila zimmer
253 Willow Ln
Hartford, WI 53027

Plotkin, Adam

From: Stephanie White [swhite@ricemedical.org]
Sent: Wednesday, February 27, 2008 11:09 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

SB 512 - is needed for those health care organizations that continue to use mandatory overtime as a means of meeting nurse staffing levels. This creates unsafe care for patients if the RN is being forced to work and is fatigued. Fatigued nurses can cause unintentional medical errors. RNs are responsible for catching 86 percent of all potential patient errors. Using a fatigued nurse to provide patient care not only can result in patient death and/or injury, but for the RN, termination from the job, Board of Nursing discipline and criminal charges can result.

SB 512 is good for patients and good for nurses and should be supported. Studies have proven nurses who work 12 hours or more become so fatigued that they no longer can make sound judgements. To force a nurse to continue to work to simply have a body count is unethical along with being unsafe.

I thank you for your time and consideration of my request.

Sincerely,

Stephanie White
401 Green Ave
Stevens Point, WI 54481

Plotkin, Adam

From: John Buonora, CRNA [jbuonora@new.rr.com]
Sent: Wednesday, February 27, 2008 11:14 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

SB 512 - is needed for those health care organizations that continue to use mandatory overtime as a means of meeting nurse staffing levels. This creates unsafe care for patients if the RN is being forced to work and is fatigued. Fatigued nurses can cause unintentional medical errors. RNs are responsible for catching 86 percent of all potential patient errors. Using a fatigued nurse to provide patient care not only can result in patient death and/or injury, but for the RN, termination from the job, Board of Nursing discipline and criminal charges can result.

SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

John Buonora, CRNA
2420 Marathon Ave
Neenah, WI 54956

Plotkin, Adam

From: Mark Hirschmann, RN LMFT PhD [hirschmann.mark@sbcglobal.net]
Sent: Wednesday, February 27, 2008 11:30 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

SB 512 - is needed for those health care organizations that continue to use mandatory overtime as a means of meeting nurse staffing levels. This creates unsafe care for patients if the RN is being forced to work and is fatigued. Fatigued nurses can cause unintentional medical errors. RNs are responsible for catching 86 percent of all potential patient errors. Using a fatigued nurse to provide patient care not only can result in patient death and/or injury, but for the RN, termination from the job, Board of Nursing discipline and criminal charges can result.

SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Mark Hirschmann, RN LMFT PhD
4716 N Idlewild Ave
Whitefish Bay, WI 53211

Plotkin, Adam

From: Della Alvarez [jdalvarez@milwpc.com]
Sent: Wednesday, February 27, 2008 11:34 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

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SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Della Alvarez
7210 Aspen Ct
Franksville, WI 53126

Plotkin, Adam

From: Lori Magestro [lori.magestro@aurora.org]
Sent: Wednesday, February 27, 2008 11:39 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

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SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Lori Magestro
2807 E Van Norman Ave
Saint Francis, WI 53235

Plotkin, Adam

From: Debra Stempinski [debra.stempinski@phci.org]
Sent: Wednesday, February 27, 2008 11:44 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

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SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Debra Stempinski
111 N 10th St
Watertown, WI 53094

Plotkin, Adam

From: Nancy Ahrens [ahrensn@uwosh.edu]
Sent: Wednesday, February 27, 2008 11:46 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

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SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Nancy Ahrens
733 Randolph St
Mishicot, WI 54228

Plotkin, Adam

From: Linden Fraser [lfraser@nicolecollege.edu]
Sent: Wednesday, February 27, 2008 11:51 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

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SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Linden Fraser
849 Leatzow Rd
Three Lakes, WI 54562

Plotkin, Adam

From: Ruth Nelson-Lau [rdlau@verizon.net]
Sent: Wednesday, February 27, 2008 11:59 AM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

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SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Many nurses will volunteer to work overtime to care for patients, but there are somedays that we just can't give any more. Mandating nurses to work when they are worn out is a dangerous situation for the nurse and the patients in their care. Studies have shown that the chances of making mistakes goes up considerably the more hours a person works in a day.

Sincerely,

Ruth Nelson-Lau
W2393 County Road C
Merrill, WI 54452

Plotkin, Adam

From: Sheryl Kugel, RN, MSN [skugel@moundview.org]
Sent: Wednesday, February 27, 2008 12:00 PM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

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SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Sheryl Kugel, RN, MSN
7010 Country Village Dr
Wisconsin Rapids, WI 54494

Plotkin, Adam

From: Julie Tittl [jtittl@hfmhealth.org]
Sent: Wednesday, February 27, 2008 12:00 PM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

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SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

Sincerely,

Julie Tittl
Holy Family Memorial
2300 Western Ave
Manitowoc, WI 54220

Plotkin, Adam

From: Ron Baker [rbaker@uwsp.edu]
Sent: Wednesday, February 27, 2008 12:04 PM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

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I thank you for your time and consideration of my request.

Sincerely,

Ron Baker
126 Walkins Ct
Stevens Point, WI 54481

Plotkin, Adam

From: eileen zens, ANP-BC [eileen.zens@med.va.gov]
Sent: Wednesday, February 27, 2008 12:05 PM
To: Sen.Coggs
Subject: Support SB 512 - Mandatory Overtime for RNs

Senator Coggs:

Dear

I am contacting you today asking for your support of SB 512. This legislation provides for the addition of a state statute that addresses the elimination of mandatory overtime for health care workers.

SB 512 - is needed for those health care organizations that continue to use mandatory overtime as a means of meeting nurse staffing levels. This creates unsafe care for patients if the RN is being forced to work and is fatigued. Fatigued nurses can cause unintentional medical errors. RNs are responsible for catching 86 percent of all potential patient errors. Using a fatigued nurse to provide patient care not only can result in patient death and/or injury, but for the RN, termination from the job, Board of Nursing discipline and criminal charges can result.

SB 512 is good for patients and good for nurses and should be supported.

I thank you for your time and consideration of my request.

In closing, I would like to add that I have been involved in healthcare for over 30 years. Since that time, I have not only seen a deterioration in the quality of healthcare delivery, but also a deterioration in the ability to take care of the "self" while working in healthcare. It is well-established in other fields regarding hazards of safety and fatigue. It is time to do the same for health care, especially registered nurses, who assist people with a basic human value to society, the management of HEALTH.

Sincerely,

Eileen Zens, ANP-BC
4714 N Hollywood Ave
Whitefish Bay, WI 53211