

Quality care takes management support

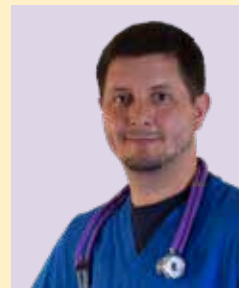


Every day we care for our patients, we know what they need, and we use our strong union voice to make those needs heard. When we don't have the staff to care for our patients, it impacts the care they receive. We receive their feedback in real time and are acutely aware of the stress short staffing has on our community. This information isn't always easily translatable to a spreadsheet which is why we are using our strong union voice to share what our patients need with administration.

Dozens of co-workers delivered a petition signed by hundreds of us to administration calling on Valley to work with us to adequately staff all of our units and clinics. Members throughout the hospital sent a unified message to our administration that we have a vision for quality patient care and are demanding respect for our work. It's time for Valley's administration to join us in that vision.

We call on the administration of Valley Medical Center to:

- Listen to and work with frontline staff to identify the staffing our patients need and commit to prioritizing this in our budget. We're the experts in what our patients need.
- Ensure all our jobs are appropriately staffed across all units, departments, and clinics.
- Follow our contract and respect the charge nurse's authority to call for additional staff when deemed necessary.
- When concerns are brought forward, respond quickly and respectfully to solve problems.
- Commit to zero tolerance for management retaliation against frontline staff who raise concerns.



"We've raised staffing concerns on the unit level and in our Staffing Committee. These concerns regarding appropriate staffing levels have not been addressed. We need administration to know the decision to not fully invest in staff for EVS, Transport,

Nurses, PCAs, Dietary, and many other jobs means patient care and patient satisfaction could be compromised.

Now is the time to invest in patient care so we can provide the best care possible to our patients. We're calling on administration to hire the necessary staff in all areas to allow us to fulfill our patients' needs."

Chris Lopez, RN, 2 West



"We took an important first step today in addressing our staffing and respect concerns. Our unity and collective action are essential to show management that we are experts in knowing what safe staffing is."

Shannea Day, Imaging Assistant, Central Transport



"EVS is the frontline of infection control for our hospital. It is so important that we have the staffing and supplies we need to ensure that our patients stay safe. We started raising our short staffing concerns to our manager a year ago, yet we continue to be short staffed.

It's time for Valley management to fully invest in EVS staffing."

Allison Scott, Housekeeper, EVS

Clinic Council creates connections and community

We are strongest when we work together in our workplace and across workplaces in our union to raise standards and share best practices. Union members from UW Harborview clinics, UW Valley Medical Center Clinics, UW Neighborhood clinics, Swedish Medical Center clinics, Kaiser clinics, MultiCare clinics and Community Health Care clinics are coming together to share experience and ideas to create more opportunities for healthcare worker in outpatient settings.

The new Clinic Council will connect online and in person to focus on:

- Engaging union members and developing leadership within our clinics.
- Creating staffing solutions that are unique to clinic settings that put patients first.
- Welcoming students that are new to our professions and clinics to our union.
- Pursuing social and educational opportunities that across Puget Sound chapters.
- Acting as a strong voice to advocate for our profession.

Be part of our exciting group to take on what's challenging and rewarding in outpatient settings and how union members together can make change. Sign up for email updates and complete a short survey to identify what's important for the council to focus on. Surveys are available from organizers and union delegates or email beccah@seiu1199nw.org for an electronic link.



"The Clinic Council is an exciting opportunity to bring Medical Assistants together from across our union. It's really important for us to begin sharing our best practices and standards with each other so that we can create a shared vision of what MA power looks like in 2019 bargaining."

**Melissa Hawkins, Medical Assistant,
Covington Primary Clinic**



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