

# Our actions are holding CHI accountable to higher healthcare and staffing standards

## We are fixing billing mistakes

We held CHI Highline and Zenith accountable to honoring our low cost Core Plan. When we saw billing mistakes pop up we filed a grievance because CHI must hold itself and Zenith accountable to honoring the low deductible and low cost care that is protected by our Core Plan. Now, CHI must provide proof that everyone who was billed incorrectly has been reimbursed and made whole. We will continue holding CHI accountable to honoring the low costs and low deductibles we negotiated in the Core Plan.



"We negotiated the Core Plan because it keeps going to the doctor affordable. CHI should not be changing the doctors that we can see or the costs of the plan anytime outside of negotiations. We will continue to stand together for this plan."

**Valerie Corley, HUC Telemetry**

## The impact of CHI on our Core Plan – the disappearing doctor

Many of us use the Core Plan and have for years because the costs are low and the doctors are within the Highline networks. It is shameful that this year, doctors and Core Plan members at Highline alike were told without warning that they could no longer see one another. We are demanding an explanation from CHI Highline and know that doctors may choose to leave a plan but typically provide advance notice. However it is clear that a decision was made to sever access to medical provider's mid-year either at the Highline or CHI-Corporate level. Fortunately we brought this issue up and Highline has pledged to restore access to our Providers.

## Our actions won more EVS staff!

When any one of us is injured it impacts our entire team. We stood up for our EVS department by gathering over 500 petition signatures and filing a grievance when CHI proposed a restructure to the EVS department without adding more staff. Because a super majority of us took action as a union, we won:

- All housekeepers maintain their FTEs
- More help on evenings
- More FTEs added to housekeeping

Our voices cannot be ignored when we all take action. We will continue holding CHI accountable to the high standards we know our patients, families, and community deserve. Talk to your delegate or staffing committee member about how to be involved on your unit.

## Our Staffing Committees are protecting safe patient care.

We are the frontline advocates for our patients and safe staffing for our patients is essential. Our union staffing committees mean that we have a voice in our staffing grid and plans that cannot be changed without mutual consent between union members and CHI. Putting the budget before safe staffing is the wrong direction for CHI to go and a contract violation. Fortunately our staffing committee language means that no changes to a staffing plan or matrix can happen until our co-workers form a committee and make a recommendation.



"Our staffing committee process works. We've always had repeating schedule patterns and when were told that would no longer be the case, we brought the issue up at our monthly Nurse Staffing Committee

meeting. Repeating schedule patterns are protected by our contract and after we brought this up, management has been really receptive to working with us on making a schedule that will work for everyone. We will continue to work on ways to solve scheduling issues and talk about our break relief RNs through our unit based staffing committee."

**Susan Wheeler, RN Medical , Nurse Staffing Committee Member**

## Our Staffing Committee is standing up for the Break Relief RN Program

We know that missing breaks is unsafe for staff, for patients, and a real solution requires staffing for relief. Through our action together we won a contract victory with a break relief pilot program for 6 Birch that was very successful but CHI chose not to honor the break relief program going forward. This is a violation of our unit based and house wide staffing committee contract language and state law. We are filling a grievance and will be holding management accountable to our staffing standards.