



**SEIU**Healthcare®  
United for Quality Care

**Kaiser Permanente**

**August 6, 2019**

## **BARGAINING UPDATE**

# **We're Standing Together at the Bargaining Table for Our PT and OT Patients**

We are united for improvements and respect for our work and our voices as PT and OTs at the bargaining table. Our local bargaining proposals give us a stronger voice in how we schedule and treat our patients through our PT/OT Joint Labor Management Committee, and help to recruit and retain skilled PT/OT staff. Our proposals include:

- Ensuring full representation on our PT/OT Joint Labor Management Committee by increasing to seven members—five core PT members and two more positions dedicated for OT and Home Health
- A commitment to tackling urgent issues, like 40 min. appointments through an accelerated and more frequent meeting schedule with fixed agenda items
- A commitment that major changes to workload will be brought to the committee prior to implementation
- A 5% market adjustment for PT/OT, in addition to across-the-board wage increases that will be negotiated at National Bargaining

KP needs to honor the intent of our Joint Committee and recommit to working together to support our PT/OT staff so we can give our patients the best care. We look forward to a thoughtful response to our last proposal and will continue taking action to support our local and national bargaining teams.

## **Why we need respect for our labor management voice: Report from bargaining**



"Management showed up with the right people to listen— including the head of our entire service, Diane Piekara, and the bargaining team representative Pam Rock. In addition, the lead negotiator for management's team was present along with other HR staff. The PT

members who spoke expressed their feelings about our hopes for a more functional, collaborative and transparent Labor Management Committee. There were lots of questions by management about the efficacy of a larger committee with more frequent meetings, given its impact on patient access. We countered with better buy-in from staff and improved problem solving for change management challenges. The final statements by management did not convey much movement on their part, but we presented a persuasive argument with many reasons why a more robust labor management committee would benefit both parties."

**Meta Thayer, PT, Northgate**

## **We're buttoning up across PT/OT to show our unity**



**More on the back**

[www.seiu1199nw.org](http://www.seiu1199nw.org) • 1-800-422-8934

Follow us and be part of the conversation  
@SEIUHealthcare1199NW



Proudly Produced by  
the members of SEIU  
1199NW & Staff Union  
bb 080619 KP



"The PT/OT subgroup has been focused on revisions to the labor-management subgroup structure to allow for improved representation of the breadth and diversity of staff in our region. Our hope is that it will allow us to improve partnership with management, access to quality care and patient and staff satisfaction as changes are made in therapy services, most immediately the new change

in appointment times in the clinic. Other issues which may be considered include opening of new clinics, improving communication, further development of phone and virtual services, expansion of the total joint program and other issues as they arise."

**Jean Meyers, PT, Home Health, Seattle**



"We made it clear to management that we need a more robust and expanded JLMC to more effectively collaborate and voice concerns and opinions around management plans and implementation.

Management heard our concerns, but at this time is weary of resources expended while trying to improve access. We are waiting on a counterproposal."

**Tim Ma, PT, Bellevue**

## PT/OT Reminders to Consider During the Schedule Change Transition Period

With the August changes, we need to advocate effectively for our patients and for ourselves. Management is looking closely at how the transition is working and is open to making changes in a way that may be harder to keep up with later. Our bargaining and leadership team is recommending the following actions we can take to support our unity in ensuring our schedules work for us and our patients:

- Check your schedule for errors! Accidental short appointments (20 minutes) have been found. Leave time for patients to be rescheduled.
- Use the MAC Feedback loop for reporting schedule errors! Not only does this allow better training of MAC Staff, it notifies managers of the schedule errors you are managing in your workload. If managers get reports that few MAC errors happen per month, they don't know the depth of the problem.
- Use your waitlists for follow-ups! If you have a lot of people on the waitlist, Fast Pass will text/email them to get your cancellation open appointment times. If you do not, you will get more evaluations.
- Use the "urgent" waitlist! There are normal and urgent levels for the waitlist, and marking the follow-up patient more urgent will help them filter to the top in the Fast Pass texts/emails above less urgent evaluations.
- Keep your manager in the loop! Your manager should be responsive and supportive if you have excessive evaluations in a day. They noted five per day as more than expected. If you don't also have open slots to catch up, they should help you find some soon. Keep them informed so they can help. Please let your bargaining team know how this process is working for you.
- Report overtime. No off-the-clock work! Management is tracking our ability to get through our workday effectively more closely and are more open to non-punitive measures of helping improve our processes and tools. If we show our true difficulties getting through the workload, we have an opportunity to educate them on the sticking points and time-sucking aspects of our day.
- Report missed breaks! If you can have three minutes at a time, five times in a five hour block of time—that is the mutually accepted interpretation of the law. If you do not get time to drink water or use the bathroom, or take three deep breaths, managers need to know your workload needs a change.
- Track verbal complaints from your patients. If people are upset or feel rushed, note their MRN and pass it along every couple of weeks to both your manager and the bargaining team for follow-up and problem solving.



**SEIU**Healthcare®  
United for Quality Care