

Our Retention Plan: Respect Frontline Staff

We know we have been in a staffing crisis for years that the pandemic is making worse. Swedish's management of our system has led to turnover and a reputation amongst healthcare workers that makes it hard to recruit new staff. The pandemic's strain on the healthcare system across the U.S. has made our existing problems even worse.

We want to be able to work together to solve these problems, and that means Swedish needs to listen to and incorporate our ideas.

Below is our plan to ensure we have dignity and recognition for our invaluable work for our community.

1 Prioritize shifting to a culture of appreciation by:

- Signing the contract you agreed to
- Every member of the management team leading with compassion, kindness and respect
- Stopping the culture of retaliation in units for raising concerns of short staffing
- Supporting HR and managers to resolve issues at the lowest level possible, including quickly fixing payroll issues we raise

2 Showing respect and appreciation for our work in responding to the COVID-19 global pandemic through a Hero Appreciation Bonus

3 Having a culture of safety

4 Immediately stopping mandatory multi-campus floating



"We are averaging an assault per month on staff in the Edmonds Emergency Department. Every shift we work, we come in wondering if today will be the day I get assaulted. No paycheck is worth someone's life! There is no

excuse for why Providence has not taken steps to make our Emergency Departments a safe place for us to provide care." ***Whittney Powers, RN, Edmonds ED**



"Our culture of safety has turned into a culture of fear. We have been sounding the alarm about safety issues at the CH ED. We lack the staffing to adequately take care of our sickest patients and our increasing volumes of

behavioral health patients. Over the past year many of those who have spoken up for our patients have faced retaliation. The consequences are real: We have lost experienced nurses and techs. The time is now for Swedish to hear our plan to recruit and retain staff amidst this global pandemic." ***Laura Wood, Social Worker, Cherry Hill Emergency Services**



"It devastates me to see my coworkers leaving. All frontline workers are essential but nobody would be working if it weren't for us. We are still showing up every day in the most difficult period of history in healthcare and haven't

received any reason to give our service to our employer. Healthcare workers won't quit until the job is done. We are rooted here; our loved ones are here. SMC needs to retain the staff it has or else all will go up in flames. Who will take care of your mom when she's sick? Do you want some stranger who doesn't even care or know this community? Swedish needs us to be here. You want the ones who will save your life, who know our patients and know this hospital. We need our employer to show how important we are with a Hero Appreciation Bonus to stay at SMC. We have uplifted our community in the highest way and it's time for them to uplift us." ***Tricia Jenkins, RN, Cherry Hill Emergency Services**



"We need to have respect from our management. They shouldn't get to talk to us however they want to. When I talk to someone and they give me attitude I am not interested in talking to them. If Swedish showed their

appreciation for us with a bonus and by treating us with respect, people would feel better at work and might tell their friends to come to work at Swedish." ***Amie Ajmeh, EVS, SMC Issaquah**