



Uniting To Make Kaiser Better in 2021 PSP Bargaining

The past 12 months have brought unprecedented changes and challenges for our families, for Kaiser, and for the healthcare industry in general. We are now uniting with our labor partners in Washington, OPEIU 8 as part of the Coalition of Kaiser Permanente Unions and UFCW 21 in the Alliance of Healthcare Unions, to bargain Performance Sharing Plan goals for 2021.

The PSP program is a benefit in the National Agreement. In this program, we bargain goals for the Kaiser Washington region that frontline workers can affect in the areas of Quality, Safety, Service, Affordability, and Attendance. If we meet the goals, we get a bonus payment early in the following year.

We launched PSP bargaining last week with a review of the PSP program areas and a commitment to using a collaborative, problem-solving approach. Our priorities as the SEIU Healthcare 1199NW PSP bargaining team are:

- ° Ongoing, clear communication with coworkers about the PSP goals starting now and throughout the year
- ° A clear agreement with Kaiser that we won't be denied PSP payments because our region doesn't meet an arbitrary level of financial performance set by management—which is an ongoing issue in some Kaiser regions
- ° Taking into account our ongoing essential work through the continued challenges of Covid-19—such as starting to measure our PSP work partway through 2021 and agreeing to a continued “hero bonus” guaranteed payout for the first part of the year

° Simple, relatable goals that each of us can understand and impact

° Goals that are truly in our shared interest as frontline healthcare workers—not “doing more with less” but actually making Kaiser better for us and our patients

At future bargaining sessions, we will be coming together around detailed proposals around Quality, Safety, Service, and Affordability in line with these priorities. Specific goals around Attendance were set in 2019 national bargaining in the National Agreement.

Stay tuned for more info and talk to a PSP bargaining team member with your ideas.



SEIU Healthcare 1199NW PSP Bargaining Team

Mike Dumont, MLT, Mental Health and Wellness

Le’Nae Jackson, Contract Specialist, South Region

Tim Ma, Physical Therapist, Union Partnership Representative

Frederick Marcelo, Contract Specialist, North Region

Teri Murray, RN, Union Partnership Representative

Marie Neumayer, MA, Union Partnership Representative, Spokane

Genetra Pickens, RN, General Surgery, Tacoma

Jamie VandenBos, MA, Silverdale



“As we kick off PSP bargaining I am excited to work in partnership with management on setting our 2021 PSP goals on attendance, affordability, quality, service and workplace safety. I am confident that we will reach an agreement that is both attainable and fair.”

Jamie VandenBos, MA, Silverdale

PSP ? FAQ

What happened with the PSP last year?

We bargained PSP goals for the first time in Washington early last year, with most of the bargaining concluded prior to the pandemic. The pandemic then totally disrupted Kaiser and our work as we knew it and put us on the frontlines of a crisis for months on end. That is why we united nationally to move Kaiser to pay out the PSP bonus regardless of whether we met the goals—and we won! We got the payment earlier this month.

Where can I get more information about the PSP program?

The PSP program is described in the 2019-2023 national union contract, which we can read at www.lmpartnership.org under “Contracts and documents.”

I didn't get a payment for the 2020 PSP hero bonus. What's happening with this?

The National Agreement says that all coworkers on staff as of Dec. 31, 2020 are eligible for the payment. It is pro-rated if we worked fewer than 1800 hours last year, but everyone, even new hires or part-time staff, get something. However, local management has stated that coworkers in the first 90 days of employment as of December 31, 2020 were not eligible, citing an old agreement from 2002 that is nowhere to be found in the current National Agreement. We are currently using the union grievance process to enforce the National Agreement and ensure our newer coworkers get the payments they deserve.

Introducing our Labor-Management Partnership (LMP) Council Members

The LMP Council is the highest-level decision-making group for our labor-management partnership programs in Washington. The Council includes key leaders from management and each of the unions at Kaiser. It was imperative to us in forming our council here that frontline caregivers are participating as leaders of our union alongside management on the council.

Meet our LMP Council representatives:



“I’ve been with KPWA for four years and now working on a special assignment as a Contract Specialist. I am excited to be part of the LMP. I am looking forward to seeing organizational changes in our work place that will involve the workforce in making decisions. This collaboration will directly benefit KPWA employees and members/patients.”

Frederick Marcelo, LPN, Contract Specialist,
SEIU Healthcare 1199NW LMP Council Representative

“I have been an employee with Group Health/Kaiser going on 20 years. I am honored to represent our Labor members on LMP council. My goal is to have a voice and ensure labor is part of the decision making in our Labor/Management partnership.”

Laura Kilberg, RN, Urgent Care, Tacoma,
SEIU Healthcare 1199NW LMP Council Representative



Right now, our council will be overseeing the continuing work to implement new parts of the National Agreement, including starting up “unit-based team” groups of frontline workers and management who work together to problem-solve in every single department.



Our union strength continues to grow



Community Resource Specialists overwhelmingly elect to join our union

We know that we are stronger together than we are alone, which is why we bargain our contracts locally all together at one table, and nationally with 85,000 other members of the union coalition. There are very few remaining job classes at Kaiser that are not union, and now one less. Last month, the Community Resource Specialists (CRS) overwhelmingly chose to become members of SEIU Healthcare 1199NW.

The Community Resource Specialist is in the clinic to address any and all barriers our patients have that get in between them and their physical and mental health. We connect patients to resources for housing, transportation, utility assistance, caregiver support or caregiving, copay assistance for appointments, medications, even hospital stays. That's just the basics. Any need can walk through our door.



"Our position has been added to and changed over the last six months. If we had a place at the table, we would have fought to maintain the original objective. I consider myself an advocate for my patients first. Then, a resource to assist them with navigating the KP system. And finally, a doorway to resources available in our community that can give them a hand up.

The CRSs are excited by and unified in this step forward. We know that to stand up for our patients, we need to first stand up for ourselves. We chose SEIU, and we hope to become a vibrant part of the union."

Dena Ciminelli, CRS, Lidgerwood

We will begin the process of bargaining into our existing Service contract early next month.



CRS Bargaining Team

Genevieve Green, Kendall Yards

Dena Ciminelli, Lidgerwood

Ruth Winkler, Silverdale

Nancy Sajnani, Float

HRConnect Update

The continuing payroll errors we are experiencing with HRConnect are not acceptable. Through the Coalition of Kaiser Permanente Unions, we have met with national HR at the highest level to raise our concerns.

While national HR officials have been in full agreement that the errors were not acceptable and shared systematic steps they have taken to ensure that some of the largest problems do not happen again, such as making a new arrangement to allow paychecks to be printed locally rather than nationally if needed, we remain highly concerned about the continuing range of ongoing errors and delay in correcting the substantial initial errors.

Locally, we have initiated a union-wide grievance and request for information regarding all payroll errors, to ensure that we are made whole and Kaiser is held accountable.



Taking Action for Our Patients and Coworkers at the Bellevue ASC

Through our union, we partner to make Kaiser better wherever we can. We also advocate for ourselves and our patients when management falls short.

The Bellevue Surgery Center is where we find some of KPWA's highest acuity patients. Everyone must be on the same page and work together to achieve the best outcomes. That includes management. Unfortunately, mismanagement has led to high turnover, poor staff retention, and a lack of job satisfaction. The department has been run by fear and our voices have been silenced.

Over the past year we have raised our concerns to management with little to no acknowledgement or improvement. In some cases, we were punished for bringing forth concerns. So we came together to take action.

We signed a petition and wrote statements and a group of us delivered them to Dan Perrow, operational leader for East King County. We met with the new director of perioperative services, Kristine Bensch, and called on her to take the necessary action to address these concerns. We will continue to stand united for our patients and coworkers and hope management will do their part to ensure that KPWA can be the best place to work and receive care.



"The Bellevue ASC has been under horrible management for several years now. They have exhibited an authoritarian style of management without regard for staff. We, frontline workers, all organized and delivered a petition to upper management, voicing our concerns, to bring meaningful change to the Bellevue ASC. We must all remember frontline workers define the unit. With unity and organization our voices can be heard!"

Anthony Rodriguez, RN, Bellevue Medical Center

"My coworkers and I care deeply about providing the best possible care to our patients and supporting one another. Unfortunately, our management team has made that very difficult. They've created a culture of fear that has resulted in countless staff leaving over the past year. That is why we decided to take action. We delivered a petition to tell senior leadership that enough is enough. We know that if we stand together, we can bring about positive change."

Nicolle Tjoelker, RN, Bellevue Medical Center

