

# We're Telling UW: Standby and Callback are Old Fashioned and Unsafe Ways to Staff our Hospitals

Standby disrupts our lives and our families' lives, and the poor compensation for this hardship means that few of us volunteer for standby and resentment grows. Meanwhile, mandatory overtime due to callback can never ensure the highest level of care our community deserves. We are exhausted and we work unsafe hours in order to fill in for staffing that should already be planned for in the hospital. Further, mandatory overtime is now illegal in Washington State.

**We stand united for safe staffing and to hold management accountable to the law.**

## Union Proposal Priorities

- ✓ We are proposing high incentives to being on call/standby to ensure that any and all call is voluntary in our hospitals.
- ✓ We are proposing limits on callback so that if callback is frequent in any department, the hospital will add positions and staff accordingly.
- ✓ We are proposing parity on Rest Between Shifts for all job classifications – all of us should be able to rest and recharge sufficiently between working. This need is not different for some jobs than it is for others.



“Many of us in the Cath lab at UW-NWH work over 2,000 hours of standby hours per year. That is the equivalent of a 2nd full-time job. Increasing standby pay would allow us to recruit potential employees to fill long-standing open positions and reduce the call burden. An increase in call pay would also appropriately compensate us for the impact that standby has on our personal lives.”

**Larry Girton, Bargaining Team, UWMC-NW**

# Call Improvements and Law Changes

- **2019** WA State Legislature passes Healthcare Worker breaks and overtime law –effective 2020 mandatory OT is not allowed, some coverage exceptions
- **2020** UW effectively refuses to bargain effects of the above law, Standby continues as usual
- **2021** SEIU Healthcare 1199NW sues Harborview for failure to follow the prohibition on mandatory OT
- **2021** UWMC-NW and HMC win new CBA Standby provisions (call committees, increase to Standby premium, UWMC-NW call hours review, call rooms)
- **2022** We settle lawsuit with HMC, winning new CT/XRay FTE, commitment to offer open shifts at DT, limited time callback pay at DT
- **2022** We win an increase to Standby premium – new state standard at \$7.00/hr
- **2023-present** We're winning some staffing improvements in affected departments, primarily new per diem positions though some new FTE and new schedule patterns
- **2025** Mandatory OT protections expanded to all healthcare workers covered by a hospital license

## Examples of Current and Ongoing Violations of the Law

- ☒ Prohibiting Mandatory Overtime
- ☒ Callback to cover breaks and lunches
- ☒ Callback to cover sick calls/ callouts, or known holes, especially when no volunteers sought or incentivized, including on pre-scheduled basis
- ☒ Callback to cover scheduled patients, e.g. to accommodate the outpatient schedule
- ☒ Callback to cover regular increases in patient volume, e.g. in the ED or OR
- ☒ Callback for Discharge Pending
- ☒ Callback "add-on" procedures when someone has been called in for an emergency initially

