

# TOGETHER, WE HAVE THE POWER TO MAKE NEIGHBORCARE BETTER FOR WORKERS AND PATIENTS

*We're meeting with management to address challenges*

The Joint Labor Management Committee (JLMC) met with management to discuss the most pressing challenges from the Organizational Alignment (OA). Going forward we will be meeting monthly with management to discuss the most important issues we are encountering at work. JLMC is a place where we can express the shortcomings of the restructure and work towards solutions.

This month we discussed changes to incident reports, the number of open provider positions, retention and recruitment plan for open provider positions, particularly at the Meridian Clinic where the issue is acute, and began discussion around the OA evaluation.



**Patient grievances** – The ‘patient grievance’ issue has been removed from the incident reports. Here is how patients can express their concerns to management:

Call our compliance hotline toll-free at **1-844-782-0344** or **Email: [feedback@neighborcare.org](mailto:feedback@neighborcare.org)**

**Provider shortages** – The team shared the wide-ranging impacts of provider shortage, from the patient care risks to the risk of more providers leaving due to burnout. Management provided the open provider position numbers. We currently have many open positions for medical providers, which translates into many of patients who have no PCP until those positions are filled. We expressed this as a safety issue resulting in chaotic, low-quality care, because of the long-term unfilled PCP positions. Management’s plan is to fill the gaps with locums, but we do not believe there are enough locums currently at NCH to fill the need, nor are there any locums positions for hire posted on the NCH website.

**Organizational alignment and evaluation** – Management reports efforts are ongoing to review workflows, new processes with OA to improve operations and patient care. Members are encouraged to continue to provide feedback to their managers and to your delegates about how things are going.

**Across the board raise** – The first full pay period after June 1 everyone should see an across the board (ATB) wage increase of 2%. This increase was won in our contract last year and applies to all steps on the wage scale, in addition to anniversary wage increases/bonuses.

**Union Dues** – The dues rate for our union is 1.8% (or \$18 for every \$1,000 we earn) with a dollar amount cap of \$140. The dollar cap amount will be increasing to \$165 in July, but most of us won’t see an increase; only coworkers earning more than \$90,000 per year in base pay will be impacted. This change in dues structure was voted on in 2024 by a unionwide membership vote to make our dues structure fairer and to help better resource our union.



“We are still reeling from the Organizational Alignment (OA). We stay at NCH because of our deep love for our patients, our community and each other. Because we know, the more of us who can find a way to stay, invest, struggle together, union and management, there is hope in a future for NCH.

We also stay because we know if we pull up our roots and leave, it will only accelerate the landslide. So we stay, walking together, despite our world in tatters, Looking for a way forward in cooperation, collaboration, mutuality. In loving solidarity with NCH members, management, patients and community.”

**–Valentina Warner, Physician, Rainier Beach**

## MEET YOUR UNION DELEGATES

- ★ **Boualay “Lay” Ponedatheat**, PSR Rainier Beach Clinic
- ★ **Abbie Pico**, Eligibility Specialist, 45th Clinic
- ★ **Katie Fate**, MD, High Point Clinic
- ★ **Cyrus Batara**, PSR Lake City Clinic
- ★ **Inbal Rait**, Therapist-Mental Hlth LSW, Columbia City Clinic
- ★ **Maureen Chomko**, Diabetes Educator/Nutritionist, Rainier Beach
- ★ **Valentina Warner**, MD, Rainier Beach Clinic
- ★ **Elisa Apostle**, NP, Columbia City Clinic
- ★ **Abby Aparicio**, BHC, Meridian Clinic
- ★ **Neha Neah**, MAII, Meridian Clinic