

WE PROTECT EACH OTHER

– ENSURING ACCURATE PAY AFTER TRANSITIONING TO UKG

We took action and our union Executive Board members at Harborview focused their work with Harborview management on ensuring accurate pay for everyone after the bumpy transition to UKG.

Earlier this month we won in-person payroll drop-in hours to examine pay checks and time cards and ensure any person who has concerns, problems, or questions is able to get them resolved. If you were unable to attend a payroll drop in time, you can still contact the payroll department at any time to work through any issues.

Our union Executive Board continues to work on outstanding issues related to the UKG transition, including our long-term goal to move pay periods from twice per month to every two weeks to align with scheduling periods. To be more involved in this work, contact a delegate or your organizer.



SAFE STAFFING = UNION STAFFING

YOUR SHORT STAFFING FORMS MATTER

Over many years we have worked and fought as a union to ensure better and safer staffing in every area, and we have built on our wins in the hospital to pass state laws mandating better patient care for everyone in Washington State. Our short staffing forms and our Hospital Staffing Committee are wins under those state laws, but our structures work best to ensure better staffing when we're using them to advocate for patients and good working conditions for ourselves.

Short Staffing Forms are an important tool we can use to ensure management is accountable to staffing our departments fully according to our staffing plans. Our laws require that hospitals staff according to those staffing plans, and your short staffing forms provide the data that ensures accountability in the middle of our 12-hour shifts.

Short Staffing Forms also highlight patterns and short staffing trends when a department is staffed according to the staffing plan, but that staffing plan is insufficient for the staffing needs. These are important tools to gather data to actually improve our departmental staffing plans.

HOW TO FILE A STAFFING COMPLAINT

- Click on the open hands logo on your desktop – every Harborview hospital computer should have a link, if not, please submit an IT Ticket!
- Fill out the form – it is okay to submit the form if you do not have all the data the form asks for. The most important things to include are the time of the problem itself and the story—how it impacted you and your patient(s).
- The drop-down menus for the mandatory fields may require some scrolling to select the correct choice. If you're not sure of the correct answer, your best guess is great!
- While the short staffing forms are most convenient for the staffing committee to track, you can submit a short staffing complaint in any format. For example, an email titled "Staffing Complaint" sent to a Staffing Committee member or Administrator will count.

HOW SHORT STAFFING COMPLAINTS/FORMS ARE REVIEWED

- Your complaint is collected and tracked in the hospital staffing committee's new database.
- Your complaint is assigned to be reviewed initially (based on the department) by a team of 2 members of the Hospital Staffing Committee.
- The team doing the initial review will look at your complaint as well as data, like what measures were taken by management to solve or mitigate the specific short staffing problem on the shift you identify. That data includes things like whether or not the float pool was asked for help and whether or not incentive shifts were offered.
- The team doing the initial review will attempt to come to consensus on whether or not the issue was addressed appropriately by management at the time in order to mark the complaint "Resolved" or Unresolved." Union members on the Hospital Staffing Committee are considering factors like whether or not the department was staffed according to the staffing plan, what the acuity mix was that might have required additional staff, and whether or not they're seeing short staffing trends in that department even if the department is technically meeting the staffing plan requirements.

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- If the issue was marked “Unresolved” or the 2 reviewers could not come to consensus, the complaint will be escalated to the full committee.
- “Resolved” complaints are also reviewed in aggregate by department by the full committee.
- You should expect an email from the reviewers notifying you of whether the complaint was marked “Resolved” or “Unresolved.”
- If a complaint was marked “Unresolved” the full Staffing Committee will review and potentially make recommendations for changes or begin implementing changes. The Staffing Committee may choose to escalate some complaints and/or complaint trends to the state Department of Labor and Industries.
- If you believe your complaint was resolved incorrectly, you can work with a Hospital Staffing Committee member, your delegate, or organizer to escalate the issue beyond the Staffing Committee, potentially to the state Department of Labor and Industries.
- The Hospital Staffing Committee is working to implement better and more consistent and streamlined processes to review short staffing forms! If you have insight or feedback, please get in touch with a Staffing Committee member.
- Patterns and aggregate numbers are tracked! If you don’t get the change your department needs after submitting one complaint, don’t give up, instead continue and grow your campaign.

BREAKS AND STAFFING PLANS

With our power as a union, we have passed laws in Washington to ensure that everyone gets full, predictable, and uninterrupted breaks and to ensure that hospitals are held accountable to meeting the staffing plans. The state requires hospital departments to be staffed to their staffing plans at least 80% of the time in order to avoid penalties. In departments and on shifts where there is no dedicated break relief personnel (and instead you use break buddies, charge nurse covering breaks, etc.), then any time someone is taking a break the department is not meeting the staffing plan because there are fewer people on the floor than the staffing plan calls for. In order to win break relief on every shift and in every department, we all have a role to play in using our tools and filing short staffing forms highlighting the short staffing any time someone is taking a break.

DON’T HESITATE TO USE THE TOOLS AVAILABLE TO ADVOCATE FOR BETTER PATIENT CARE

Participating in the staffing process is protected under the law, and filing short staffing reports is specifically protected. That means that it is illegal to discipline someone or to target or scrutinize them for filing a short staffing form. If you are worried you are experiencing retaliation, speak to your union delegate or organizer and file a complaint with the state department of Labor and Industries to protect your rights.

UNION STAFFING COMMITTEE MEMBERS

- ★ **Melanie Arciaga** – RN 5EH, Union Co-Chair
 - ★ **Latrice Bell** – PCT, WFSE
 - ★ **Katy Brehe** – RN Stat Team
 - ★ **Heather Burkhalter** – RN International Medicine Clinic
 - ★ **Sara DeRosier** – RN 2WH
- ★ **Kristin Ottenad** – RN 4MB
 - ★ **Rachel Pryor** – MA, WFSE
 - ★ **Chris Sanborn** – RN Emergency Department
 - ★ **Megan Volpone** – RN 3EH
 - ★ **Erin Welsh** – RN 6EH



“As the union members on the Hospital Staffing Committee, we have been working hard to make our staffing plans better and make sure that every unit and every area has a real voice in what your staffing looks like! We’re proud that our committee membership is diverse and includes representatives from many areas in Harborview but we still can’t make real improvements without everyone being involved. Make sure you submit your short staffing forms, even when you’re exhausted in a shift, that’s the most important documentation you can generate to make things better in the future.” **–Melanie Arciaga, RN, 5EH and SEIU Healthcare 1199NW Executive Board Member**

PRINTED COPIES AND DIGITAL COPIES OF OUR NEW HARBORVIEW CONTRACT

Complete copies of our new contract are ready, just in time for our next raise, which is effective July 1! Digital copies are available at the QR code. Contract distribution for hard copies will be this week and next week at the following dates and locations! Reach out to your delegate or organizer if you cannot make one of these times and would like a printed copy.

HMC PORTAL PAGE



seiu1199nw.org/chapters/hmc

June 24	11am-1pm	Cafeteria
June 25	11am-1pm	Cafeteria
	6:30pm 8:30pm	Ground West Lobby
June 26	11am-1pm	Cafeteria
	6:30pm-8:30pm	Ground West Lobby

June 29	11am-1pm	Cafeteria
	6:30pm-8:30pm	Ground West Lobby
June 30	6:30pm-8:30pm	Ground West Lobby
July 1	11am-1pm	Cafeteria