



HPAE

LOCAL 5105 Newsletter

THE PATIENT ADVOCATE
A NEWSLETTER FOR THE MEMBERS
OF HPAE LOCAL 5105 AT VIRTUA
MEMORIAL/CNS

THE PATIENT ADVOCATE

May 2018

Message from the President

Fair and Just Culture

A few weeks ago Local 5105 hosted a Membership dinner at Hotel ML. The speakers John Campbell-Orde, Bill Zoda and Maureen May of Pennsylvania Association of Staff Nurses and Allied Professionals, (PASNAP) a sister Union in Pennsylvania, spoke about Just Culture in their workplace at Temple University Hospital.

The trio negotiated Just Culture into their contract and educated our members about what a just culture looks like.

Just Culture is a non-punitive work environment designed to promote trust between employer and employee so that mistakes can be reported without fear of discipline. It is a culture that recognizes that healthcare is a high pressure system that can and will lead to human error. A workplace operating under a true Just Culture seeks to address and change faulty systems so that errors can be avoided and/or remedied for the future, thereby leading to a safer environment. In a Just Culture, employees can report mistakes because they do not have to fear discipline.

Just Culture is in direct contrast to a Culture of blame that simply looks at who made a mistake, what the outcome of that mistake was and then determines discipline. Just culture, instead, does not take into account outcome when evaluating a mistake but looks at all the factors that comprised a particular work environment to evaluate what factors may have led to the error. For instance, in a true just culture, short staffing, would be a situation that would likely lead to mistakes and therefore, any mistake that occurred during a short staffing situation, would rarely be subject to disciplinary action. In fact, short staffing, in a just culture, would be viewed as a set-up for errors and would be remedied.

Virtua recently announced that it had established a "Fair and Just Culture" policy. They state that they are now a Just Culture. We really hope they know what this means. Are they ready to evaluate the work environment they have created? Are they really committed to making it safe to report mistakes, so employees are more likely to self report? Finally are they ready to admit problems and address them? Unfortunately, we have yet to find that this employer will take ownership of that fact that it is understaffed frequently, let alone admit its system (s) may be at fault for any of the human errors that occur. But there is always hope.

To become a Just Culture will require education for all and a shift in the current culture. But to do so will benefit all--staff, patients and employer. Don't we all want a safe work environment? A work environment where mistakes are not met with harsh discipline? Where we can report unsafe situations and see them addressed? Isn't that what's best for patients and staff alike? We'll be watching closely to evaluate whether or not Virtua really follows their own policy. Again, we hope they do.

Debbie White
President Local 5105



Members of Local 5105 listen to education about Just Culture



Grievance Update Summer 2018

PTO

PTO denials have been an ongoing issue and the only way to get any resolution is to take this issue forward to arbitration. The Union has tried to educate the employer on the contract language surrounding PTO without success. The contract mandates two “reasonable efforts” to grant PTO:

- *post the time early on BidShift
- *preschedule per diems

What we have heard from upper management is... “managers do not have time to do this! Why can’t the employee just find her own coverage!” Our response to this ridiculous statement is that managers need to follow the contract and make the effort to grant nurses their earned PTO benefits. We have also asked for proof that managers made these “reasonable efforts” and were denied this information because management “does not keep track of this, nor do we have to keep track of it.”

The Union’s position has always been that it is reasonable for the employer to grant PTO for 1 RN each day for each shift. Most vacancies have been filled. We know it is just easier for management to deny time, rather than grant the time off but this is time earned and staff need to be able to take the time.

Please continue to let us know if you have been denied time off.

RX BENEFITS

We heard from members that prescription benefits are not equally comparable to what was offered in prior years. We did grieve this issue and now are at a point in this grievance where we must decide whether we need to take this forward to arbitration. Claire Hall, VP of HR Operations, has instructed us to have members contact her for resolution of issues. Therefore, if you have had a significant increase in the cost of your prescriptions and wish to be part of this grievance, please make sure that you have first contacted her at chall@virtua.org in attempt to resolve your issue with prescription cost management. We cannot go forward to arbitration without proper examples and testimony from members affected. If you still have unresolved issues and are willing to testify, we will need you to have accurate billing information showing the cost increase. Please contact me (itsme0063@verizon.net) if you wish to add your testimony to this arbitration or if you have any question regarding the process.

In Solidarity,
Sheryl Mount Grievance Chair Local 5105

Productivity and Available Visit Time in Homecare

Productivity has been a topic of conversation with managers and on the huddle since EPIC challenges have increased the time it takes to complete visits. However the contract says that in an 8 hour day we must see:

***** 5-6 visits in "available visit time", *****

Remember, the caveat here is the **AVAILABLE VISIT TIME!** Available visit time will be decreased by time spent getting your day together, reviewing charts, making calls or using cliq---and let’s not forget all the time it takes to sync. All of these things take time away from the visit time. This is the real reason why there is decreased productivity. Please keep track of this information!

The Employer knows they cannot mandate the extra time it will take to complete 5-6 visits. The law forbids this. If they really want to increase productivity, they must address these other issues. If you are unable to complete 5-6 visits, keep a record of the reasons why. IF management calls you

in to discuss, please bring the information (and a rep, if necessary).

If you wish to complete the 5-6 visits (one can always volunteer to do extra and overtime) and you find you are going over 8 hrs, call or cliq your manager and leave them a detailed explanation. They need this information to understand the reality of our day and to justify "available visit time." Do not short yourself hours worked, it impacts you and the entire team and it is against wage and hour laws to work and not get paid. Let us know if management gives you a hard time about productivity.

Molly Kirkpatrick, VP Homecare Local 5105
Kelli Zambetti, Grievance Chair, Local 5105

VP Update Staffing Committee

We have been working on creating and implementing the online unsafe staffing form over the past few months and on April 10, the form went live. **To access the Unsafe Staffing form:**

Go to the VINE, then
Software Links, then
Unsafe Staffing form

Complete the form, free text nurses names and additional information in lower block and submit. Administration claims that some nurses have had their names included on the form and they had not given permission. When the union asked for specific name, administration was not able to provide any names. We are not surprised.

Having the form online provides quicker notification to management of the unsafe staffing situation. We have brought examples of the submitted forms to the staffing committee to review. The number of forms has not decreased even with this transition, showing that clearly we are still not staffed well.

During April's staffing committee meeting, administration discussed the success of the Telesitter program. They said that there have been over 1,000 telesits, only 7 falls while patients were on Telesit and 1 patient pulled out their PICC.

Administration feels the program has been a success and it will be implemented at other Virtua facilities. The union has heard of many more falls, patient's even leaving the floor and other events when patients have been on telesit. We have heard of several patients being improperly placed on telesit. And worse yet, we know that there are still many 1:1's that are pulling techs off of the units. Management will not increase the amount of techs to address this situation.

Per administration, there are no open positions in Med Surg. Maternal Child Health has had a high turnover. L & D has had the elimination of a unit secretary for over a year which has yet to be replaced. We have mentioned the lack of secretary or tech to answer the door to allow family to come in. Administration has been repeatedly notified and aware of this problem-yet don't feel the need to hire help for this unit.

In May, staffing meeting was contentious and administration was upset at the request to review unsafe staffing forms with regard to the discrepancies between what nursing staff and managers state is the unit census. The union asked to review data that is collected on the floor to see when the census spiked looking into whether there was adequate staffing as per responses from managers. More to come on that issue.

The union brought up the fact that nursing assistants covering safety 1:1's continue to be counted in the staffing on any given unit. Administration quickly responded that PCTs are counted on the unit because when the patient is sleeping, the PCT can come out of the room to help on the floor. The union challenged the legality and actual practice of this claim.

As always, please continue to fill out unsafe staffing forms. You can complete these forms at the beginning, during or end of shift- But fill them out if you feel unsafe. Your license may depend on it someday.

If anyone has staffing issues on your unit, contact me. We will bring your staffing issues to administration.

Support Staffing Legislation-


Lorraine Thone

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ICU	3	7	7	1								
2N	2	9	13	9								
3NE	24	19	27	25								
4NE	17	14	15	13								
4/3NW	18	24	13	24								
5St	8	10	2	3								
7St	8	6	7	2								
Peds	0	0	0	0								
MBU	4	1	0	2								
SCN	1	1	0	1								
Endo	0	0	0	0								
SPA	1	0	0	0								
BHU	1	3	0	6								
ED	1	0	0	0								
PACU/OR	2	1	0	0								
L&D	0	0	0	0								
Total	<u>80</u>	95	84	86								



A Newsletter for the members of HPAE
Local 5105 at Virtua Memorial/CNS

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Address Service Requested

“Cooperate” with Us

Recently, in a Labor Management meeting, we brought up our concerns for the membership regarding PTO. Management told us that staff should just “find their own coverage” (rather than bothering management with all these PTO requests.) After all, management does not have the time to find coverage for everyone’s requests.

They then proceeded to ask us for a collaborative effort on the upcoming Magnet visit: “We would really appreciate your cooperation,”
Really?

It’s amazing that these administrators can actually ask for our cooperation and yet refuse to cooperate with the Union. (FYI “cooperation” in the contract, is mandatory).

Why is it that when managers need coverage they can send out mass texts and emails but when a staff member gets denied PTO the same managers cannot send out those same mass texts and emails to help that staff member find coverage? It’s not like the group text contacts disappear from existence, is it?

Administration actually claims that it is not management’s responsibility to seek coverage to cover an employee’s request though we have “reasonable efforts” that they must take listed in our contract!

So if you get denied continue to let us know. There is a pending arbitration for this. I guess management would rather deal reactively with an arbitration out than be proactive and “cooperate” with the Union. That’s Virtua for you!

Competencies

Lastly, if anyone is having issues with finding competencies let us know that as well. All required competencies are supposed to be POSTED in a central location on each unit for easy referral. Some competencies are still not available which I find incredible at this point in time. We are working on resolving this as well.

Have a great Summer!
Beth Cohen (3NE – nights)
Secretary - Treasurer