



February 25, 2013



Newsletter for ONA Members at **Sacred Heart Medical Center**

SACRED HEART MEDICAL CENTER EXECUTIVE COMMITTEE

Pam Van Voorhis (NICU)
Lynda Pond (LDR)
Suzanne Seeley (7 Surgical)
Nancy Deyhle (ICU)
James Leaf (Ortho)
Vicki Edwards (RIC-UD)

SACRED HEART HOME CARE SERVICES EXECUTIVE COMMITTEE

Billy Lindros, Hospice
Steve McClain, Hospice
Kristi Till, Home Health
Phil Zicchino, Home Health

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NURSES SPEAK OUT: \$1 MILLION IN RESOURCES APPROVED

Since January 30 when our Oregon Nurses Association (ONA) RN leaders delivered our letter regarding staffing concerns to Tim Herrmann, there has been much dialogue.

A special meeting of the hospital nursing management team was called on January 31 to address the concerns raised in our letter. We received a written response to the letter on February 4. (To see the entire response: www.oregonrn.org, select Sacred Heart from the Find Your Bargaining Unit drop down menu, and click on Tim Herrmann response to ONA letter.) Here are highlights from management's response:

"We have immediately initiated huddles with our schedulers and leaders to review open holes and offer opportunities for staff to sign-up for extra shifts."

"We require managers to meet weekly, and as needed, with schedulers to fill holes and problem-solve scheduling with Nursing Clinical Support."

"All nursing managers have reviewed their current position control and posted positions to meet the core needs...we will have 15 newly hired CNAs on the units working by the end of February. In addition, 18 additional positions are in the hiring process, and an additional 10 positions have been approved."

"For the next 30 days, we will take steps to have an extra house float

during peak activity hours."

"We are adding an additional night resource to the Patient Placement Center...We will be recommending an organization-wide communication reminding all caregivers to review and update their personal profile..."

Our team requested and held a meeting with management on Friday, February 8 as a follow up to their response. Early the next week, management presented staffing proposals based on input from manager's discussions at the unit level with unit councils, charge nurses and staff nurses to the PeaceHealth Oregon Region Executive Team.

\$1 million in staffing adjustments was approved and staffing increases have been approved for a total of 11 units.

ONA has called for a follow up meeting with representatives from the staffing committee, professional nursing care committee and the executive committee to review the work that is being done and to address both the short and long term staffing concerns at Sacred Heart. We will keep you informed of progress. If you have any suggestions, please contact a member of any of our committees. In the interim, thank you for voicing your concerns and advocating for your patients. Nurses speaking out together has already resulted in positive change. Keep up the good work!

YEAR LONG CONTINUING PAYROLL PROBLEMS PROMPT ONA ASSOCIATION GRIEVANCE

Your Time is Valuable: Keep Track of It!

If you have contacted My HR to correct a payroll error, make a note of how much time it took.

As part of our grievance, we are asking for nurses to be paid for the time they've spent in resolving the payroll errors or deciphering their paycheck. It's only fair. After all, if it were not for their error, you would not have had to take time away from your families and personal life to fix it.

Please keep track of your time so that we can provide that data in our grievance meetings.

Nurses have been reporting payroll errors for an entire year. These errors have included anything from shift differentials not being appropriately added to our hourly pay rates to entire shifts not being paid. Aside from the time and effort it takes on the part of the nurse to correct the error, the problem is that this may be a system error that affects all nurses, but the corrections are only happening on an individual basis if a nurse notices and takes the initiative to call. Even then the process is time consuming and confusing.

On February 12, ONA filed an association grievance regarding the continuing problems with payroll at Sacred Heart. We also discussed the issue at a labor management meeting on February 20. Wendy Apland, the chief financial officer for PeaceHealth Oregon West, attended the labor management meeting to discuss what PeaceHealth is doing to address the multiple problems.

Even though we are encouraged to see that management is beginning to address these issues, we are not withdrawing our grievance. These errors and problems have been occurring for a year. The measures they are currently taking do not include specifics or timelines.

We will continue to work with management as they try to address the problem. But here is the bottom line. All employees deserve to be paid for the work they perform in a timely manner and have an accurate pay stub that we can easily read and understand. We will keep you posted on the grievance.

Thank you, Gisela!

Gisela Garcia, Cardiovascular Operating Room (CVOR), recently resigned from our executive committee due to family and work commitments. We want to say "Thank you" to Gisela for her work in more than one contract negotiation! Local executive committee members thanked Gisela for speaking up for her fellow nurses with such sincerity, conviction and passion, it couldn't be questioned.

We'll miss your experience, history, and dedication to making Sacred Heart Medical Center (SHMC) a better place for patients and staff.

ONA Members: Update Your Contact Information

To ensure that you get the most of your membership and receive information in the timeliest manner, be sure to update your contact information online!

Visit www.OregonRN.org and click on "Update Your Contact Information" under the Member Services menu.

CHECK THAT PAY STUB: YOU MAY HAVE LOST A SHIFT'S PAY

It used to be that if there was a problem with our paycheck, we could walk down to the payroll office, speak to someone knowledgeable about our payroll system here at SHMC, and get an error corrected. This is no longer the case. Now we have "My HR" and a regional payroll office. The My HR staff are consistently courteous when they take our calls. And while that is nice, it just seems like this is another barrier to us getting questions answered and errors corrected quickly.

While there are many nurses reporting payroll problems, still others are not even checking their pay stubs. Perhaps this is because you assume that because you always sign in and out properly, you are being paid correctly. Or you assume that if you didn't sign in and out correctly, you would be notified to correct it. This may not be the case. The notices about sign in/out problems we used to receive are no longer being sent out. And even in instances where nurses sign in and out correctly, there are still errors.

In the sample phone call to My HR provided, the nurse and Target system correctly entered her time. But somehow payroll shorted her and they lost an entire shift's worth of pay. They were unable to explain what happened. It took 45 minutes for her to go through each shift of the payroll period with payroll to figure it out. And during the course of that conversation, they discovered that she was not paid her shift differential for her hours worked either. Then when she received her correction check, the new check did not reflect a balance of Paid Time Off (PTO) accrued for that shift. When she asked My HR about it, they said that the PTO for that shift would be added in the next payroll period. You can bet she will be looking closely at her next check.

While they corrected this error for this one nurse, it was unclear if there an investigation into whether this was a system error that affected others. It left us with a couple of burning questions:

- Were other staff shorted an entire shift in that payroll period?
- Did they fail to allocate all hourly differentials?

So if you haven't been paying attention to your paycheck, now is a good time to start.

Sample Call to MY HR:

February 21, 2013

"Thank you for calling Peace Health Human Resources. Your call may be monitored for quality assurance and training..."

MY HR: Hi this is X... How can I help you?

RN: I recently had on this past payroll had a day that all my hours were placed into the Target system correctly. *I completed my timesheets correctly.* But when it traded over to payroll, somehow they got dropped. So I went to the Target office. I had to investigate the whole thing. Make sure all my time sheets were right... And after we researched all the days, it was noticed that it wasn't an error on either one of our parts... *I don't know how this happens. Payroll dropped a day.* How would you recommend nurses or any care giver to investigate that *in a kind of a more timely manner. It took me about 45 minutes.*

MY HR: Well yeah, *I can contact payroll for you and ask them to give you a call and follow up with you on this.*

RN: Ok so from the My HR component there's no suggestion on how to make that fast?

MY HR: I'm sorry I can't understand what you're asking.

RN: Well a more timely manner. How do we rectify these problems without spending a lot of time ourselves.

MY HR: Well yeah, like I said *I can contact payroll for you and ask them to give you a phone call.*"

Protect Your License, Protect Yourself!

Should nurses and nursing students carry their own personal liability insurance policy? The answer is an unequivocal yes. Unfortunately, a contrary opinion is apparently being voiced by employers, faculty and nurses themselves. You carry insurance to protect your home, your car and your health. Why not your career? Here are the reasons:

First, a common assumption is that my employer will cover any incident. Technically, an employer is responsible for the acts of its staff. However, the employer's interest is not necessarily consistent with protecting you individually. Should there be a lawsuit or threatened suit, your best protection is to have your own personal legal representation. Your own attorney can prepare you for a

deposition, represent you in a deposition and, most importantly, represent you in any settlement and determination of fault.

Second, your employer's policy does not represent you in an Oregon State Board of Nursing (OSBN) investigation. In fact, it could be your employer who makes the complaint to the OSBN about an alleged violation of law. The OSBN must investigate each complaint it receives and, even if the complaint is dismissed, there are costs to you. Oregon Nurses Association (ONA) recommends that all nurses obtain legal representation before responding to a letter from the OSBN related to a complaint. Most of the time, you are much more likely to receive a complaint from the OSBN than to be named in a lawsuit.

Third, you are always a nurse. You may render first aid or advise a family member or friend about a health problem. Should any incident arise about these acts, the only protection you have is your own personal insurance.

ONA urges you to obtain coverage from the Nurses Service Organization (NSO). For about \$100 you can protect yourself. For example, should you be the subject of an OSBN investigation, you have up to \$25,000 in coverage for attorney fees, travel etc. For more information please go to <http://www.nso.com/>.

If you would like to discuss professional practice issues you may also call Susan King, Sue Davidson, Tara Gregory or Connie Miyao at the ONA office 503-293-0011.

ONA Executive Committee Elections

Elections are now open for the ONA SHMC Executive Committee (Executive Committee)! The Executive Committee represents the interest of nurses in negotiating the next contract and participates in labor management meetings, re-organizations, grievance work, task forces, and more.

13 Nurses were nominated for the Executive Committee and 10 Nurses have accepted the nomination. All ONA members and fair share payers are eligible to vote.

Go to www.oregonRN.org, Select Sacred Heart from the Find Your Bargaining Unit drop down menu, and click on Officer Elections, or follow the link in the blast emails sent on Monday, February 25. Voting is open through Monday, March 4 at 4:30 p.m.!

Based on feedback from our last elections, we've included statements from the candidates so that you can make an informed vote!

District Spring Dinner

All ONA Members are invited to the ONA Constituent Association No. 5 Annual Spring Dinner

Date: Thursday, March 7, 2013

Time: 6:00 p.m. – 8:30 p.m.

Location: Roaring Rapids Pizza
Great Bear Hall (Front building
off 4006 Franklin Blvd.)

Please RSVP to Khrystal Berry 541-968-1331;

KBerry@peacehealth.org