

Sacred Heart Medical Center (SHMC) and Sacred Heart Home Care Services (SHHCS) Newsletter

SHMC Executive Committee and Bargaining Team

Co-Chairs:

Lynda Pond, LDR
Nancy Deyhle, ICU

Treasurer:

Kebyn Paul, ED-UD

Members:

Matt Calzia, ICU
Jessica Detering, LDR
Phyllis Hurt, NICU
Scott Kearney, RRT
Carin Scott, Endo
Kim Stroda, 7 Surgical
Kellie Spangler, OR

Alternates:

Karl Christman, OR
Laura Lay, Mother Baby
Wendy Nau, OHVI 5
Sharon McCool, LDR

SHHCS Executive Committee and Bargaining Team

Chair:

Susan Walters, Home Health

Vice-Chair:

Shirley Holfeld, Home Infusion

Members:

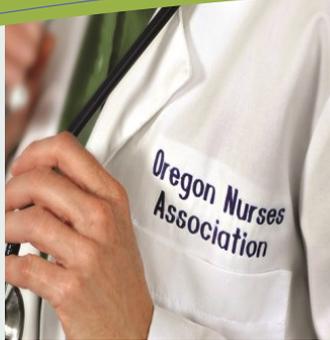
Cindy Rasavage, Home Health
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In this issue

- Bargaining to Begin April 20 and 21 – Pages 1, 6
- Our Pre-negotiation Survey is Complete - Thank You! – Page 1
- Nurses Day; PeaceHealth to Drop Aetna – Pages 2-3
- Oregon OSHA Affirms Finding of Safety Violations – Pages 3-4
- Solidarity in the Northwest – Pages 4-5
- Update on Supreme Court Case, Friedrichs v. CTA – Page 5
- ONA's OCEAN Continuing Education for Nurses – Page 6
- ONA's Convention and House of Delegates – Page 6

Bargaining to Begin April 20 and 21

We just confirmed that our Oregon Nurses Association (ONA) negotiations with the Sacred Heart Medical Center (Medical Center) and Sacred Heart Home Care Services (SHHCS) will begin soon.

Opening Dates for Bargaining

Wednesday, April 20
RiverBend, Room 200FA

Thursday, April 21
(University District (UD) Support Services Building 4th Floor, Cusack Room)



February 2016, ONA/Medical Center Team took part in the second of two all-day trainings by the Labor Education and Resource Center (LERC) at the University of Oregon.



Inspired by their LERC training, your 2016 ONA/SHHCS Team says "We Can Do It."

(Continued on page 6)

Pre-negotiation Survey is Complete – Thank You!

Our pre-negotiation survey is now closed. Thank you to all who took the time to let us know what matters to you in your workplace.

Special thanks to the many RNs who took the time to call, email, and talk with their colleagues to remind everyone to take the survey.

We've heard from hundreds of nurses at RiverBend, UD and Home Care Services. Individual responses will be kept confidential but the aggregate results will be tabulated and reviewed so your bargaining team knows what your priorities are for this year's negotiations, which begin in April. We'll share results with you in the next newsletter.

Nurses Day Celebration

National Nurses Week is May 6-12, 2016, and your ONA/Sacred Heart representatives will be holding a celebration in recognition of the difference that nurses make in the lives of patients every single day. We will highlight the work of nurses in ensuring the highest quality care, promoting our profession and advocating for policies to improve the health of our citizens.

ONA will be kicking off nurses week this year with our **ONA Nurses Day Celebration at**

RiverBend, Monday, May 2 and at UD, Tuesday, May 3. SHHCS RNs will be planning an ONA Nurses Day Celebration for nurses as well. (We're holding these the week before nurses week because of limited room availability during the CareConnect trainings.)

Each year at the ONA Nurses Day Celebration we connect with more than 400 nurses at RiverBend alone. Your help is needed to make it a big success again this year.

Please let us know if you'd be interested in helping with:

- 1) Donations - getting gifts (to be used as raffle prizes for nurses) from restaurants, wineries, massage therapists and more
- 2) Event planning - organizing everything from food to activities and invited guests
- 3) Event prep - shopping for food and supplies the day before
- 4) Staffing the event – volunteering for an hour or two on the day of the event.

If you're interested in helping out please contact Maureen Smith – smith@oregonRN.org. Thank you!

PeaceHealth to Drop Aetna and Replace with Lincoln Financial April 1

Human resources director Marie Stehmer announced at the February 2 labor management committee (LMC) meeting, that PeaceHealth was ending their contract with Aetna and replacing them with another company, Lincoln Financial. As many RNs and other Sacred Heart employees know, the customer service experience with Aetna has been a near disaster. At the same LMC meeting, a member of the ONA/Medical Center Executive Committee shared two letters she had received from Aetna regarding a single claim – one letter said her claim had been approved and the other said her claim had been denied. Both letters were sent on the same day. This is just one example of the many ways in which Aetna has fallen down on the job. A number of nurses have shared their personal experience with Aetna with ONA and with Sacred Heart. Stehmer reported PeaceHealth had received complaints from employees throughout the system and that this change was in response to those complaints. She went on to share some of the expected improvements with the new vendor including direct access to a

claims manager and the incorporation of workers' compensation claims into the leave request process.

While this change can be viewed as a positive development, the ONA/Medical Center Executive Committee remains skeptical that moving to a new vendor will resolve all of the issues nurses experienced under Aetna. Among the many serious issues with Aetna was their routine denial of claims for minor administrative reasons, lack of clarity about why a claim was denied, and burdensome paperwork requirements for proving the medical necessity for a leave request. Initial denial of claims seems to be a standard practice among vendors providing this service and at this point there is no reason to assume Lincoln Financial will operate differently.

In addition, there has been ongoing confusion about when to file a request for short term and when it's not necessary. This is an internal issue unrelated to the vendor and will need to be addressed by human resources.

(Continued on page 3)

Oregon OSHA Affirms Finding of Safety Violations in Handling of Bariatric Patient

Dec. 12, 2015, Oregon Occupational Safety and Health Administration (OSHA) issued a notice of a serious violation and \$500 fine to Sacred Heart finding that the hospital had inadequate procedures in place for safely handling and providing care for a bariatric patient who was admitted to Oregon Heart and Vascular Institute (OHVI) June 21, 2015. Oregon OSHA conducted their investigation after nurses from Sacred Heart and others who were aware of the situation contacted them to report concerns about how this patient's care was being handled. According to RNs involved in the care of the patient, at least six nurses were injured in the first two days of the patient's stay. In addition, the equipment provided by the hospital was inadequate to provide for the patient's needs and allow nurses to safely provide the patient with care.

Sacred Heart appealed the finding and an informal appeals hearing was held at the local Oregon OSHA office February 17. This hearing offered Sacred Heart administration an opportunity to

dispute the findings and appeal the fine. Attending the hearing were Dennis Hughes, workplace injury prevention coordinator; Sue Nicholson, nurse manager; Dr. Julie Hughes, acting medical director at the time of the patient's admittance; and Mary Kay Williams with Sacred Heart Employee Health, as well as Sacred Heart nurses Cheryl Brewer and Andrew Wireman. ONA labor relations representative Claire Syrett also attended.

The representatives from Sacred Heart began the hearing by stating they did have proper equipment on site and protocols in place to safely handle this patient. In addition they went on to assert that nursing administration took immediate steps to address the situation once they had been notified by nurses of the safety concerns. This occurred Monday morning almost 48 hours after the patient had been admitted. They also admitted that there was "trial and error" involved as staff struggled to accommodate the patient's needs.

The representatives from Sacred Heart also reported that staff at the

hospital had called other bariatric units in the state to see if they were equipped to handle this patient. They asserted that they found no other facility that could admit this patient. This seems to be an admission that they were not adequately prepared to care for this patient as does the admission that the initial handling of the patient involved trial and error.

Labor relations representative Syrett disputed the assertion that the equipment in place was adequate to address the patient's need by noting that it had been reported that two beds had to be lashed together with ties that ended up breaking, causing the two beds to separate from under the patient. The nurses present objected to the second point as it implied that the nurses were at fault for not raising their concerns sooner. They maintain that house supervisors and other managers must have been aware of the circumstances since they had called other hospitals in the state to see if they could take the patient. In addition, there were staffing request and documentation forms

(Continued on page 4)

PeaceHealth to Drop Aetna and Replace with Lincoln Financial April 1

(Continued from page 2)

We will continue to monitor the practices of this new vendor and provide support for nurses who have their claims unfairly denied or experience other difficulties with their leave requests. Aetna will continue to take claims through March 31. All claims in process at that

time will be transferred to the new vendor on April 1. We encourage nurses to continue to communicate with your ONA staff and team members if you experience problems with the new vendor.

Oregon OSHA Affirms Finding of Safety Violations in Handling of Bariatric Patient *(Continued from page 3)*

(SRDF) filed as soon as the patient was admitted. Over 20 managers are on the email distribution list for SRDFs, including Louella Freeman.

Perhaps the most alarming comment in the meeting came from a Sacred Heart administrator who stated that nurses and other staff will have to accept that a certain number of workplace injuries will occur when handling patients. Nurse Andrew Wireman asked how that can be the hospital's position when there are acute care hospitals in other communities that have a "no lifting" policy and provide proper equipment to ensure no lifting injuries occur. The response from Sacred Heart staff was that "there is a cost to anything" the hospital might implement. This response leaves nurses and other staff to wonder where their health and safety at

work figures into the hospital's financial bottom line.

Ultimately the OSHA officer conducting this informal hearing decided to uphold the findings of "serious" violation and the fine against PeaceHealth. The hospital now has the option of formally appealing the citation or accepting the judgement. It is unknown at this time which option they will choose. What is clear is that nurses raising their voice to report serious workplace safety violations can have a real impact. These nurses have helped to ensure that other nurses have better protocols and support in place for the next instance of a patient with especially challenging needs.

While there is still much work to be done on this issue, progress is being made and nurses can be proud of the role they have played in this case.

Solidarity in the Northwest: Coalition of Nurse Associations at PeaceHealth Facilities

The Washington State Nurses Association (WSNA), Alaska Nurses Association (AaNA) and ONA continue to look for ways to work together and support each other's efforts. The three organizations joined forces last fall at the WSNA Leadership Conference in Lake Chelan, WA.

ONA member leaders Karl Christman (ONA/Medical Center Executive Team member and operating room (OR) RN at the Medical Center) and Elaine Beers (bargaining unit co-chair and intensive care unit (ICU) RN at Peace Harbor Medical Center) joined nurses representing PeaceHealth St. Joseph in Bellingham, PeaceHealth St. John's in Longview, and Southwest Washington in Vancouver to explore common concerns and look for opportunities for support and solidarity.

Said Christman, "The aim of a PeaceHealth-wide coalition is to build cohesion among our shared facilities, resulting in a strong single voice we can bring to the bargaining table. We are beginning by sharing communications and staffing information.

"We discussed the problems created by the revolving door of administration and it became clear to all of us that the frustrations we individually face are the same frustrations we share."

Beers relayed this moving story from the conference

"At the WSNA awards dinner, member nurses received recognition for their individual endeavors in engaging their fellow nurses in WSNA's work. Each nurse said a few words after receiving their award. One nurse thanked WSNA and then said '...and I was terminated 1 1/2 weeks ago.' She got a standing ovation. As people were nearly all reseated, I remained standing and asked the speaker for the floor. I asked every nurse to stand whose job had been saved by WSNA - just as I was standing to show that ONA had saved mine. Slowly, members began to stand... more...and more... and more. Then lots of applause, again. It was a very powerful moment of comradery."

The WSNA nurses at PeaceHealth St. Joseph in Bellingham are currently in negotiations. Their contract

(Continued on page 5)

Update on Supreme Court Case, *Friedrichs v. CTA*

As you know, U.S. Supreme Court Justice Antonin Scalia passed away recently. While we disagree with many of his positions, we respect his service to our country and to our judicial system.

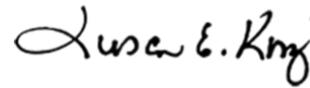
His death has sparked many public conversations about the fate of current Supreme Court cases, including *Friedrichs v. California Teachers Association*, a case ONA and other unions across the country have been following closely. If the Supreme Court sides with *Friedrichs*, it would overturn current law; forcing ONA and other unions to represent workers who refuse to pay their fair share. This would negatively impact our ability to advocate for both patients and nurses.

The state of current Supreme Court cases including *Friedrichs* is still unclear, and we may not know the outcome until the end of the Court's term in June.

Regardless of the *Friedrichs*' ruling, we must continue the important work we've begun to grow and strengthen our membership. Similar anti-worker challenges will be raised in the courts and on the ballot, where we are already preparing to face several state anti-worker initiatives this November. We know that anti-worker attacks will continue. They are our new reality.

But we won't stop fighting them and we won't allow them to stop us from building a better, strong organization together.

In solidarity,



Susan King
ONA Executive Director



As part of ONA's ongoing efforts to best serve our members and every nurse in Oregon, we are excited to present OCEAN (Oregon Continuing Education Activities for Nurses) online continuing education. It is available at: www.OregonRN.org

Featuring courses on topics such as:



Health Effects of Climate Change



Hospital Nurse Staffing



Medical Marijuana for Pain



How Laws are Made in Oregon

This new learning environment provides continuing education (CE) opportunities to ONA members and nurses across the region, in a convenient and user-friendly format. The OCEAN system features:

- Self-paced, independent learning modules, covering a broad range of topics and encompassing all levels of nursing practice
- CE that is conveniently accessible 24 hours a day
- The ability to house each learner's CE history for easy access and retrieval

You can find out more about using OCEAN online CE by visiting the ONA website, www.OregonRN.org.

We encourage you to enjoy the courses currently available and be sure to check back regularly as more courses are added.

Solidarity in the Northwest (Continued from page 4)

expired in December but negotiations have not concluded and they are still fighting for improvements in regards to nurse staffing, adequate vacation coverage and nurse team leaders (charge nurses)

taking assignments. We will keep you informed about any opportunities to show your support for these nurses.

ONA 2016 Convention and House of Delegates



Lead by Example: Ethical Nursing Practice

April 11-13, 2016, Seaside, OR



Join us this spring for the Oregon Nurses Association (ONA) 2016 Convention and House of Delegates, titled "Lead by Example: Ethical Nursing Practice." The convention will be held April 11-13, 2016, at the Seaside Civic and Convention Center in Seaside.



Monday, April 11, will be a half-day nurse staffing workshop. featuring presentations and information to help nurses better understand the updated Oregon hospital nurse staffing law and improve staffing in their workplace. Tuesday, April 12, is a full day of continuing education sessions with topics ranging from the use of social media, nurse advocacy, collective bargaining tools and skills, effective communication, ethics in nursing, nurse leadership and more. Wednesday, April 13, will be the ONA House of Delegates. Registration will be open through April 4, 2016.



Continuing Education (CE)

Learners can earn up to 9.5 continuing nursing education contact hours.

Oregon Nurses Association is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.



Check out ONA's Labor Relations and Government Relations Department's CE Day

Anti-Worker Attacks: What's at Stake? (201)

Engaging the Workforce to Change Our Workplace (301)

Combatting Anti-Worker Attacks in Our Communities (401)

Register today at www.OregonRN.org

Bargaining to Begin April 20 and 21 *(Continued from page 1)*

Our current contract expires June 30, 2016. As negotiations get underway, we'll remind nurses of additional bargaining dates and locations. Remember that observers and supporters are welcome in negotiations!

In addition, the Medical Center Team for negotiations has just been announced. These will be the administrative staff members sitting across the table from our bargaining teams.

Medical Center Bargaining Team	
Name	Unit/Shift
Debra Miller	Labor and Caregiver Relations, system vice president
Marie Stehmer	Human resources Oregon network, senior director
Patty Piper	Sacred Heart Human Resources
Cindy Lilley	Surgical Services, director of nursing
Barb Kessler	Women's Services, director of nursing
Shelly Brown	Orthopedics, nurse manager
Ruth Franke	Critical Care, interim director of nursing
Ben Farber	University District, chief nursing officer
Alicia Beymer	Home Care Services, director
Mary Brenner	Home Care Services, hospice manager