



## Nurses' Satisfaction Returning to Normal

*Our Voices were Heard, Expression of our Frustrations Return Results*

### ONA-Sky Lakes (SKY) Executive Committee

**President:**

Juliann Underwood, RN,  
OR

**Vice President:**

Greg Collins, RN, OR

**Secretary:**

Jaime Delzotti, RN,  
Post Surgical Unit

**Treasurer:**

Heather Mitchell, RN,  
Day Surgery

**PNCC Chair:**

Monica Meier, RN,  
Flex Team

### Grievance Committee

**Chair:**

Ryan Fabianek, RN

**Members:**

Jaime Beck, RN  
Greg Collins, RN  
Rennie MacNeille, RN  
Julian Underwood, RN

**Labor Relations  
Representative**

Gary Aguiar, Ph.D.  
Cell: 503-444-0690  
[aguiar@OregonRN.org](mailto:aguiar@OregonRN.org)

We continue to hear positive reports from our efforts to voice concerns and frustrations by floor nurses to the administration. In our previous newsletter, we reported on our communications with the employer and their response. In particular, the nursing director surveyed nurses in the affected units, which documented the distress we communicated to them. These results legitimize our role as the representative of staff nurses. We appreciate the employer's receptivity to our collective voice.

We have widespread accounts that nurses feel more supported by the employer. They show confidence in our ability to continue to perform at high levels of competency, without being weighed down by additional stressors. Several recent changes in administrative personnel have also allowed nurses to flower in our profession. These changes are warmly welcomed by nurses.

## EGW Supports Our Work

### *Haefling connects with Sky Lakes Nurse Leaders*

George Haefling, an RN from Rogue Regional Medical Center (RRMC) in Medford, joined our ONA-Sky Lakes leadership meeting last month. Haefling is a 35-year nurse, who works in Behavioral Health Services. He serves as our liaison to the Cabinet on Economics & General Welfare (EGW), which is responsible for all labor relations policies and activities in fulfillment of ONA's mission and



strategic plan. The EGW Cabinet approves all grievance arbitrations and local bargaining unit bylaws, oversees ONA's relationship with other unions, authorizes organizing activities for collective bargaining, and approves the budget for all labor relations activities. Haefling reviewed current labor and political activities with our Sky Lakes nurse leaders and plans to visit Klamath Falls to tour our facility in the spring.

**Oregon Nurses Association**  
18765 SW Boones Ferry Road  
Suite 200, Tualatin OR 97062  
**1-800-634-3552**  
within Oregon  
[www.OregonRN.org](http://www.OregonRN.org)

### Important ONA Nurse Resources

<a href="#">Membership Services</a>	<a href="#">Government Relations</a>
<a href="#">Membership Application</a>	<a href="#">ONA Calendar</a>
<a href="#">Professional Services</a>	<a href="#">OCEAN-CE Online</a>

# Financial and Utilization Trends

## Sky Lakes reports strong financial growth, outpaces others

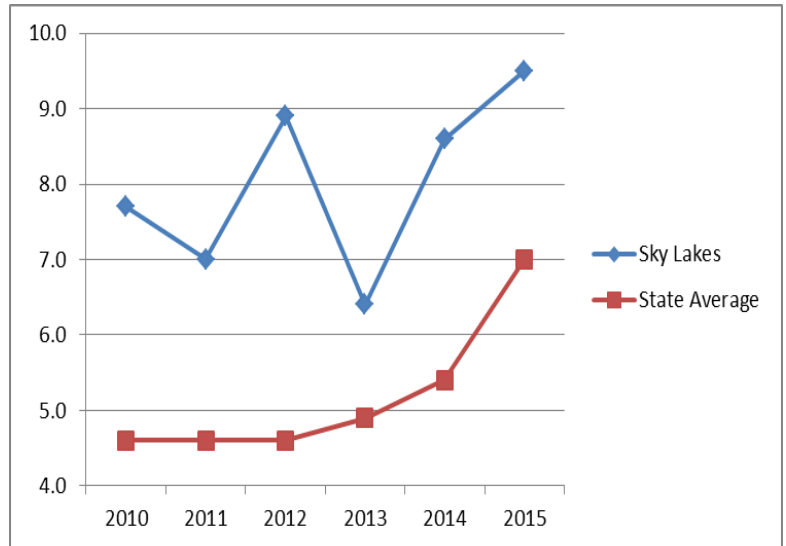
Sky Lakes Medical Center’s recent financial reports show strong success in generating operating margins, which is a measure of profitability. In each of the last six years, Sky Lakes has exceeded the state average at least 1.5% (see chart). As operating margins at other hospitals in Oregon have increased under the Affordable Care Act, Sky Lakes continues

to outpace the state in data collected by the Oregon Association of Hospitals and Health Systems (OAHHS), an employer group. These profits are primarily the result of hard work by rank-and-file workers, especially nurses on the floor, who deserve to be rewarded with their share of the profits they generate.

### Sky Lakes Exceeds State Average in Operating Margins

As compared to other regional hospitals, Sky Lakes presents a prosperous financial position (see table). According to data reported to state agency Oregon Health Authority (OHA), Sky Lakes generates a healthy operating margin of 11.1%. (Operating margin is computed somewhat differently by OHA than OAHHS.) Our profitability is only slightly below the 13% marks produced by Asante Rogue Regional Medical Center in Medford and Mercy Medical Center in Roseburg. Although Sky Lakes is smaller in terms of beds, patients, and ER visits, our

facility is more profitable than Providence Medford and St. Charles-Bend. We should be proud to work for an enterprise that is on stable financial footing. Since we helped produce them, our employer should be willing to share those profits with us.



## SKY LAKES PRESENTS STRONG AND STABLE FINANCES

	Mercy Medical (Roseburg)	Providence (Medford)	Rogue Regional (Medford)	<b>SKY LAKES</b>	St. Charles (Bend)
Beds	129	138	307	<b>100</b>	252
Inpatient days (in thousands)	28.5	27.8	85.0	<b>20.0</b>	63.3
Average Length of stay (in days)	3.93	4.27	4.84	<b>3.90</b>	4.03
Occupancy Rate (%)	60.5	55.1	75.8	<b>54.8</b>	68.9
ER Visits (in thousands)	41.6	29.3	35.7	<b>24.1</b>	32.2
Gross Patient Revenue (in millions)	\$578.5	\$523.6	\$1,317.1	<b>\$532.3</b>	\$1,095.2
Charity Care (% of gross patient revenue)	1.14	2.03	0.01	<b>1.17</b>	0.78
Operating Margin (%)	13.0%	-13.4%	13.7%	<b>11.1%</b>	2.4%
Patient Experience	Average	Below Average	Average	<b>Average</b>	Below Average

Source: <http://oregonhospitalguide.org/>