



The Heartbeat

November 2010

of AFT Healthcare NW
Local 5017

OREGON FEDERATION OF NURSES AND HEALTH PROFESSIONALS



**PRESIDENT'S
CORNER**
Linda Rohman,
OFNHP
Executive President

Knowledge is Power!

On behalf of the entire OFNHP leadership team, I want to thank each and every one of you for the hard work and amazing contributions you make each and every day to ensure the best patient care, and everything you continue to do to keep our union strong.

As we head into winter, I am focusing on how we can best communicate with each other. We are absolutely dedicated to transparency. It is very important you hear frequently from your union leaders on current events and that we have a viable mechanism in place to receive your concerns and feedback.

So here's what we have in the works:

- Bargaining unit presidents and VPs are and will be sending you updates specific to your unit, to cover the specific challenges and opportunities your bargaining unit needs to focus on.
- Bi-monthly union-wide newsletters
- Bargaining Unit meetings
- Electronic flashes and alerts from OFNHP leadership
- Membership meetings

Your new leadership and dedicated union staff have been working hard defending our members and our contract. But we need to be even more visible, and we're working on making that happen.

Leadership will be at different outpatient work sites each Thursday, and on Tuesdays we'll be at KSMC in the cafeteria annex. Check out the Event Calendar on the OFNHP website to find out when we will be at your site.

As we reach out to communicate in a variety of ways, you also have a part to play. Please send the union office your personal/home e-mail address. 90% of our updates and informational newsletters will not be sent on the company servers. If you aren't currently receiving email updates and newsletters from us at your personal email address, it means we do not have this important piece of information. Please send us your name and work site along with your personal email address, to itsmyunion@ofnhp.org.

You need to know what's going on—and I want to hear from you. It's true – knowledge IS power. And when we communicate well and work together, we build a rock-solid foundation for OFNHP and all that we do.

In solidarity,

Linda Rohman
OFNHP Executive President
LRohman@ofnhp.org
503.927.6450

*“Working
together, we
build a
rock-solid
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for OFNHP
and all that
we do.”*



News from Our Labor Partners

Dave Henrichsen, Primary Care Labor Partner

Is the Deadline More Important to Senior Management Than the Outcome?

Direct-to-Team/Personal Health Care Team will be rolling out in every medical office beginning December 15th – despite the fact that half the offices don't yet have staffing to handle this volume of incoming calls. OFNHP and our SEIU labor partners have been very vocal in our opposition to this implementation date. We requested that upper management wait until January 2011, when we would be able to have staff in place and trained, ready for the roll-out – but they are holding to their December 15 date, despite obvious staffing deficits. Once again, senior management is showing that the deadline is more important than the outcome or any negative effects this might have on Kaiser members or the workforce. I urge you to let management know how you feel about this decision.

Medical Home Pilot Update

The two pilot sites for Medical Home continue to work on call management, identifying the most efficient ways to address member needs and resolve their issues in one phone call.

Longview-Kelso is testing a model of having calls go to the LPN/MA staffed desktop first and filtering calls to the advice RN as appropriate. PASs (appointment clerks) are incorporated into the module at LVK, allowing them to be an integrated part of the team and have instant access to other staff for appointing questions. This is proving to be a very effective and efficient model for both staff and patients.

Rockwood is working with a model that has the PASs at the call center, sending calls directly to the RNs when advice is needed. This model is more of a struggle and they are working on improving call screening, decreasing abandonment rate, and shortening times on the advice phones. They are considering changing to the LVK model, except that PASs would remain at the call center.

The UBTs have been an important part of the pilot sites' ability to do rapid tests of change and identify the best process. RKW will continue to work on call management until January 2011, then start working on visit management. LVK added virtual medicine to the work stream starting November 1. The work is exciting and we are beginning to see cost savings and improved service. ❤️

Meet Our New Pro Contract Specialist



Denise McKay, Professional Bargaining Unit

Denise has been a physical therapist with Kaiser for 35 ½ years. A member of the 2010 bargaining team, when the position of Contract Specialist came open, she thought it was the right opportunity at the right time.

"I think it's important," says Denise, "to have clarification on the contract so that we can focus on serving our Kaiser members better. Working on the bargaining team, you see strengths in the contract and also weaknesses, where we need more clarity. I hope to accomplish some of that."

Denise will work a flexible schedule with a focus on Monday afternoons, Tuesdays and Wednesdays, putting in 20 hours/week as the Pro Contract Specialist. Please contact her to help you with Step 1 and 2 grievances, corrective actions, and any Pro B.U. contract questions you might have.

Email: dmckay@ofnhp.org
Phone: (503)758-2287

News from Our Labor Partners

Eileen McCloskey, Inpatient Labor Partner

“Back to Basics”, B2B, or “Bucket”

At the hospital, staffing dollars are being lost to problems with scheduling and the TIME clock system. OFNHP Members Kathleen Agee, Adrienne Enghouse, Kathy Schmidt, and I, worked on unintended incremental OT, DT/OT, and budgeting of non-productive hours to mitigate those losses.

So far, our work has been a great success. We’ve seen savings exceeding \$300,000 through October 8, with projected savings exceeding \$500,000 for the year. This led to new ways of looking at how we staff our workplace and perform our jobs to conserve those dollars. Now, we do know that change can be difficult. And it is understandable that some of these changes may be stressful. But we’re hoping to work with our members during this transition; it’s important for all of us to recognize that conserving staffing dollars preserves hours and jobs for our union members.

Bucket work and information from our members led to the next project: trying to fix the TIME system. In late November/early December there will be a new mandatory Healthstream module. After looking at usage and design flaw issues of TIME and “View My Pay”, it was decided that despite numerous inservices, a universal education piece was necessary.

The Healthstream module will review: use of clock in system; use of “green slips”; how to access and read time card; what to do when time card is incorrect or incomplete; how to access and read “View My Pay”; list codes and explanations for time card and paycheck; and responsibilities of employee AND manager regarding changes and corrections.

The payroll department states that they are now caught up on green slips. If you have outstanding errors for which you submitted slips PRIOR to the last pay period, contact your manager, send a copy to Dawnette McCloud, and talk to payroll again. Please do not re-submit your green slip unless they have no record of it having been submitted. I strongly suggest that you keep a copy for your records.

Patient Flow (Baldwin Park) Project, 80/20 Consulting Work, and UBT oversight

The Patient Flow project is designed to facilitate rapid admission of Emergency Department patients so that they arrive on the floor ready for the ongoing phase of their care. They should arrive with tests and procedures completed as much as possible, a full set of orders and a completed consult by CC. “Social” admissions will be avoided. CC will work to ensure that every patient leaves the day the DC is written.

The 80/20 Consulting company is working to identify efficiencies to reduce our financial deficit. Suggestions are on the table, but Kaiser is still getting input from them and has not adopted any as action items. I’ll keep you posted.

With the UBT oversight committee, much great work is being done on a unit by unit basis – but there is a lack of coordination between units and facilities. We are working to establish better communication, keep track of RIM projects, etc. We can learn and benefit from the work already done by another UBT – it speeds the process and helps all of us.

As we move forward, I hope to be able to increase the “face to face” time I have with members and unit UBTs. If any of you have questions, suggestions or would like to invite me to attend your UBT meeting, please contact me at 31-6559 or at Eileen.R.McCloskey@KP.org. Thanks, and thanks for keeping up the good work! ❤️

DATES TO REMEMBER

Membership Meeting

Monday, November 22
7-8:30pm at
SEIU Local 49
3536 SE 26th Avenue
Portland OR 97202

Steward Nuts-and-Bolts Trainings

9am-4pm
at OFNHP
Saturday, January 15
Thursday, February 17
Saturday, March 12
Thursday, April 21
Stewards and non-Stewards invited!
Sign up by emailing
itsmyunion@ofnhp.org.

Union Leadership Site Visits

KSMC on Tuesdays,
outpatient clinics on
Thursdays. Check events
calendar at www.ofnhp.org
for schedule.

Post-Holiday Holiday Event

Friday, January 21, 2011
at Big Al’s Event Center
in Vancouver.
Relax and unwind
after the hectic holi-
day season! More info
coming soon.



A Union of Professionals

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Oregon Federation of Nurses and Health Professionals



A Union of Professionals

***“It is one of the
characteristics of a
free and democratic
nation that it have
free and independent
labor unions.”***

**~President Franklin
Delano Roosevelt**

Contact OFNHP

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