

HPAE Local 5106  
Labor-Management/Safety Meeting  
October 24, 2017  
Episcopal Campus, Room 213

Attendance: Betsy Nulty, Richelle Kozak, Sue Clements, Barbara Gennello, Luann Kline

### **Nurse/MD communications in ER: Why the increase in angry exchanges?**

Union position (Betsy)

- Lack of beds
- Immediate bedding: all beds are filled including the code bed. When fire rescues come back to back with sick patients requiring emergent care there is chaos. Additionally, when patients are moved out of a treatment room to a chair, you have a very unhappy patient
- Dispositions are not happening in a timely manner
- T3 delays in transport causes further back up
- Doctors expect nurses to put in orders while they are sitting and talking; some nurses refuse to put in protocol orders
- Doctors don't admit until the end of their shift

Additional ER issues

- Long wait times for patients
- Doctors cherry pick who they will see next—an easy patient vs a more complicated assessment
- Redundant documentation in Triage I—Diagnosis in three different spots
- Medication reconciliation in Triage II takes up too much time
- 3-11 Security officer not rounding; talking at security desk
- C6 Doctors putting in orders while patient is still in the ER—those orders are not released and implemented until patient arrives to C6. Meds are given 3-4 hours after ordered.
- CT delays waiting for lab results

### **Disciplinary Actions missing elements of just cause**

Union position (Sue)

- Reasonable rule—not usually an issue
- Notice—Did the employee receive adequate notice that the particular conduct would have disciplinary consequences?
- Due Process—Before administering discipline, did the employer do a thorough investigation? This has been a problem when the accused is not asked for a statement or explanation before discipline
- Proof—Substantial evidence that the employee violated a rule or order. When the union requests information, it is important to include a manager's notes on off the record conversations, especially if they reference similar offences.
- Equal treatment—consistent application of a rule. How does a nurse get suspended for three days pending an investigation for bullying, but an assistant manager gets a “pass” because she has a loud voice and the nurse is too sensitive? Consistency is important.

- Appropriate discipline/mitigating circumstances—does the punishment fit the crime? Union will always fight for a lesser discipline if the employee is redeemable.
- Progressive discipline—Did the employer use the discipline process in a remedial way? Some managers have done a very good job and documented each step and attempted remediation.

Just Culture is in the PASNAP contracts at Temple. Union leaders, managers and even arbitrators have received training.

Previous Episcopal managers received just culture training. Eric Dutkow is the only remaining manager. Management to consider training for new managers.

Union acknowledges that for the most part we have a just culture that recognizes human error is not a cause for discipline. However, following the elements of just cause would be beneficial to all.

Management will share information with managers/supervisors.

#### Uniforms

- Uniforms that have arrived will be distributed.
- Start date as yet to be determined