

Health Professional and Allied Employees, AFT/AFL-CIO

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HPAE

Victoria Rivera Cruz
Senior Labor Relations Director
Team Member Labor Relations
Hackensack Meridian Health Systems
Via Email

December 3, 2019

Re: request for information System Crash on December 2, 2019

We understand that the employer, HMH, experienced a massive system failure on or about December 2, 2019 continuing to today. At this time, we have not received a notification of the failure or the implications for our bargaining unit members at JSUMC, SOMC, Harborage or PMC. Therefore we are submitting this request for information to understand the extent of the problem and the possible implications for our members.

Please provide the following information:

1. A brief description of the system failure, including but not limited to
 - a. The systems affected by the failure, ie EPIC medical records, payroll, timeclocks.
 - b. Whether or not this was the result of an outside actor.
 - c. Any and all impact on the bargaining unit members.
2. Has any bargaining unit member data been compromised as a result of the failure? If yes, please provide a list of all members whose data has been compromised and a list of the types of data that has been compromised.
3. A brief description of the measures the employer is taking to address the system failure.
4. What back-up systems is the employer using for the areas affected while it repairs the failure.

Further, it is our position that any errors that occurred during this system failure, including but not limited to time and attendance, medical errors, patient identification, failure to perform electronic orders and similar should not be disciplined due to the lack of back-up systems. This failure on the part of the employer may have interfered with bargaining unit members' ability to performing their duties as expected.

This request is made without prejudice to the union's right to file subsequent requests. Please provide the information by December 6, 2019. If any part of this request is denied or if any material is unavailable, please provide the remaining items as soon as possible which the union will accept without prejudice to its position that it is entitled to all documents and information called for in the request.

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C: Adam Witt, Local 5058
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