



**1199SEIU**  
**Healthcare Workers East**  
**Commitment to Quality**  
**and Service**

# Why are We Committed to Quality and Service?

1. **WE** are the patients – we serve our families and our communities
  - a) We want our facilities to thrive
  
2. Health care is a calling
  - a) We take pride in our work
  - b) We share a common goal with management and physicians to put patients first

3. Change is inevitable....we want to influence the change and be part of the solution
4. Satisfied patients come from satisfied staff...accomplished through:
  - a) Voice in the workplace to influence
  - b) Working effectively as a health care team – union/management; RN/MD/PCA/Pharmacy/ Environmental Services, etc.

## 5. Union Care = Best Care

Our union continues to get stronger through this work

# What is the Union Strategy?

- Changed the mission statement of 1199 SEIU to recognize our commitment to our patients

# **1199SEIU Mission**

***“...Our primary goal of patient satisfaction is best secured by a highly satisfied and motivated workforce with high morale and a strong voice on the job. To this end, we seek to build partnerships with our employers, in the belief that labor-management cooperation--and a healthcare workforce treated with dignity--is the best guarantor of sustained high-quality, patient-friendly care delivery....”***



# Our Strategy (continued)

- Educate our leaders and staff about the changes – conference in April, at Delegate Assemblies and Chapter meetings
- Utilize labor management forums at the facilities to address issues of quality and service
- Ensure resources for our facilities – lobbying for reimbursement and HCRA dollars
- Work with the Fund to successfully implement training and performance improvement projects like those discussed today

# The Future

- More Challenges expected therefore:
  - Recognize our greatest resource – our health care teams
  - Need to work together to effectively utilize the resources we have
  - Embrace continuous change – learn to work and behave differently



So that...

**UNION CARE = BEST CARE**