

MUTUAL INTEREST	EXAMPLES
<p>1. Quality Patient Care:</p> <ul style="list-style-type: none"> ▪ Patient Satisfaction Surveys ▪ Outcomes (UHC data, Med par, JCAHO) ▪ Performance Improvement Indicators 	<p>Montefiore Medical Center</p> <ul style="list-style-type: none"> - 46% increase in patient satisfaction scores re: Food & Nutrition - Creation of new job titles and career ladder options <p>Jewish Home Lifecare</p> <ul style="list-style-type: none"> - Residents wake, sleep, dine according to individual choice; not standard schedule - Decentralized meal service; positive increase in weights, reduced use of supplements, food waste decreased
<p>2. Job Satisfaction/Positive Work Environment</p> <ul style="list-style-type: none"> ▪ Employee Surveys ▪ Vacancy rates/turnover ▪ Number of grievances ▪ Programs to update skills ▪ Absenteeism ▪ Hours of training (available and utilized) 	<p>New York Presbyterian Hospital</p> <ul style="list-style-type: none"> - Operating Room staff cross-trained re: “core functions” increase in efficiency, teamwork and job satisfaction <p>Daughters of Jacob/ Center for Nursing & Rehabilitation</p> <ul style="list-style-type: none"> - CNA Mentoring Programs - Direct care staff involved in interviewing candidates, orientation and support of new staff - Reduced rates of staff turn-over; enhanced compensation for mentors
<p>3. Union Growth and Development</p> <ul style="list-style-type: none"> ▪ Leadership development ▪ Growth in number of activists and delegates ▪ Growth in number of unionized jobs ▪ Reduction of grievances ▪ Union is seen by members as performing a key leadership role in the hospital partnership ▪ Number of promotions ▪ Number of employees hired through 1199 League Employment Center 	<p>Maimonides Medical Center</p> <ul style="list-style-type: none"> - Number of Union Delegates: From 28 to 98 over a five year period - Number of Arbitrations: 0 <p>New York-Presbyterian Hospital</p> <ul style="list-style-type: none"> - Over 600 members were trained to enhance current positions or for upgrade to new positions - Over 200 ward clerks were upgraded to Unit Assistants, their salaries were negotiated and they are now the highest paid 1199SEIU clerical workers in New York City

<ul style="list-style-type: none"> ▪ Number of members participating in partnership activities during work time ▪ Number of members involved in training ▪ Member participation in union wide activities: <ul style="list-style-type: none"> - Political action check-off & campaigns - Delegate assemblies - Rallies and demonstrations 	
<p>4. Cost Effective Care</p> <ul style="list-style-type: none"> ▪ Supply cost per visit, unit, area, department ▪ Length of stay ▪ Room turnover in Operating Room ▪ Bed turnover on units ▪ Sick hours/work hours 	<p>Long Island Jewish Medical Center</p> <ul style="list-style-type: none"> - 28% cost savings by increasing the amount of “reject” linen that was ripped and/or stained – returned to vendor for credit. <p>Saint Vincent’s Catholic Medical Center – Manhattan</p> <ul style="list-style-type: none"> - Reimbursement rate for Implantable Devices increased from 58% to 80% of receivables in 12 weeks
<p>5. Increase & More Effective Workforce Participation</p> <ul style="list-style-type: none"> ▪ Survey tools (Survey tools need to be developed to measure the extent, nature and quality of employee involvement and how meaningful the process is to the employer and the employee.) ▪ Committee involvement ▪ Number of members involved ▪ Types of activities 	<p>Lenox Hill Hospital</p> <ul style="list-style-type: none"> - Pharmacists & Pharmacy Techs met to improve efficiency and customer service - Par levels of meds for units reviewed, resulting in reduction of nursing requests for standard meds. <p>Mt. Sinai Queens Hospital</p> <ul style="list-style-type: none"> - RNs and Nurse Manager addressed absenteeism - Team self-scheduling implemented; Sick Time usage reduced by 51% <p>NDIC Nursing Homes</p> <ul style="list-style-type: none"> - Fifteen facilities implement EMR training for all staff; create Labor-Management committees to guide process - CNA/IT job title created – trouble-shooting, coaching peers/other staff - Increase in interdisciplinary documentation, care planning & timely interventions to improve care