**RNs/NPs Remind Kaiser They Are Responsible for Quality Patient Care**

**CNA and KP Agree to 2 Week Contract Extension**

**Bargaining Update #22 – September 29, 2017**

At our 22nd bargaining session, the CNA Nurse Negotiators put forth an unassailable set of facts that support the Union’s proposals regarding Call Center and Home Health/Hospice Nurses. The Home Health/Hospice Bargaining Team Representative gave powerful testimony that illustrated the need to update the scheduling system used to make daily patient assignments. The stories showed that Home Health nurses are caring for more complex, higher acuity patients, traveling in more congested areas, and spending more time for documentation with no adjustments in their schedules for this reality.

In response to TPMG Call Center Management’s assertion yesterday that MDs are responsible for quality and that there is no value in RNs reviewing the scripts that non-RN Teleservice Reps (TSRs) use to initially handle incoming phone calls, the CNA Bargaining Team shared 14 stories of inappropriate recommendations by TSRs that led to either delay in treatment or patient endangerment. The Call Center Bargaining Team Representative gave a point-by-point refutation to Management’s allegations that RNs were unprofessional, unproductive, and uncooperative in Regional PPC/NQF meetings. CNA reviewed the twelve years of productive work by the PPC/NQF that preceded the tenure of new Call Center management, who reversed the productive relationship that had been established.

In addition, CNA and Kaiser agreed to extend the Collective Bargaining Agreement through October 13 and continue negotiations in an effort to reach a tentative agreement. While there are still a substantial number of issues that separate Kaiser and CNA, the extension provides an opportunity for further discussion and resolution. The next bargaining session will take place on Tuesday, October 3.