CNA Seeks Equity and Respect for Nurse Practitioners

Bargaining Update #9 – August 15, 2017

At our ninth bargaining session, CNA submitted two proposals to Kaiser to improve the nursing practice of Nurse Practitioners. The first proposal was to provide iPhones for NPs so that they can provide the same level of care as other Kaiser providers and are able to access technology that can improve the patient care experience. The second proposal was for Kaiser to provide funding for 25 NPs to get RN First Assist training. The questions and discussion between the parties on these proposals was both instructive and constructive despite Kaiser indicating that it could not agree to the two proposals in their current form.

Kaiser introduced a proposal for Call Center RNs to work from home. This is the third time in the last ten years that Kaiser has made this type of proposal. CNA has a significant number of questions for Kaiser. The answers will provide us with an ability to better evaluate and assess the subject. Examples of important questions are, to what extent will Kaiser surveil RNs in their home? How will Kaiser ensure timely access to clinical experts, IT assistance, and ergonomic support? How will Kaiser treat nurses who are injured at home with respect to workers’ compensation? How will Kaiser ensure that confidential patient information is protected? In addition, CNA has fundamental concerns about the technology that Kaiser is proposing to enable RNs to work from home. This technology could ultimately lead to Kaiser shifting Northern California call center work to Southern California or even Georgia, where Kaiser recently completed a 1,000 seat call center.

Part of Kaiser’s proposal is to form a joint committee that would discuss all the implementation details after contract negotiations with Kaiser having the final say. CNA expressed that this would not be acceptable as we need to understand in advance what is being proposed. We are encouraged by the discussion we had on improving NP practice and are particularly interested in how our next bargaining session on Thursday, August 17 will proceed.