



# NUHW SURVEY RESULTS

## REPORT #1

# RAISING STANDARDS FOR OUR PATIENTS

Our Union represents 600 members at FVRMC, nearly 80% of whom completed the bargaining survey. Our Shop Stewards have reviewed the results of the survey. This report provides information on what you said about patient care.

## STAFFING AND PATIENT CARE COMPROMISED

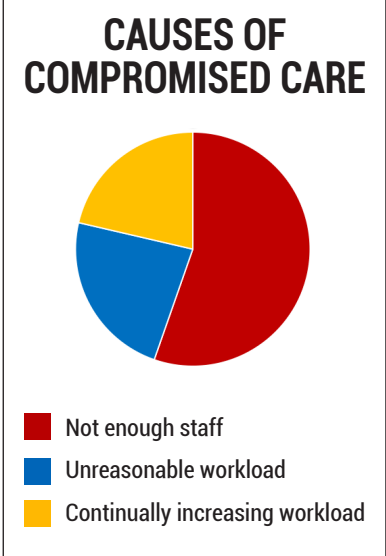
### SHORT STAFFING

more than  
**50%**  
reported that  
they are unable  
to provide  
safe and timely  
care to patients.

An overwhelming majority of members cited **not enough staff, unreasonable workload, and continually increasing workload** as causes of inability to provide safe and timely care.

This confirms what our Patient Care Committee reported last year, when 59% of respondents said that short staffing limits their ability to provide quality patient care.

According to a recent survey by the U.S. Centers for Medicare & Medicaid Services, **FVRMC is 13% below the national average** on patient satisfaction. **Only 57% of patients at FVRMC** reported they "Always" received help as soon as they wanted - the **national average is 70%**.



### WORKPLACE INJURY

**1 IN 4**  
reported having  
been injured  
at work.

A hospital is one of the most dangerous places to work. Workplace injuries not only take a toll on workers and their families – they also impact patient care.

*"Short-staffed because the Tenet 'standard' for our department won't allow extra staff because it will hurt our 'productivity score'. So short staffing leads to more incomplete cases by days end, affecting patient care."*

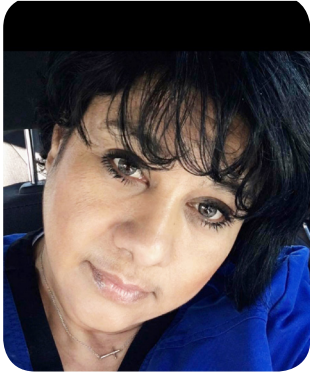
NUHW Member, FV  
Direct quote from survey

**CONTINUED ON BACK**

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# RAISING STANDARDS FOR OUR PATIENTS

### WORKPLACE INJURY, CONTINUED



*"I got hurt trying to stop a patient from falling. My physician put me on modified duty, but management would not accommodate me. Our union organizer and I worked with HR to fix the problem, including back pay. Many of my co-workers have been injured trying to lift patients. We simply don't have enough staff, and we are the ones who end up paying the price."*

Guadalupe De La Paz, Certified Nursing Assistant

*"In my job I'm often doing exams alone and lifting patient's chest off beds, which exceeds 50 pound, yet they expect us to do it alone."*

NUHW Member, FV  
Direct quote from survey

## STAFF TURNOVER

**50%**  
of workers in some department have been on the job for less than two years.

A revolving door of staff affects our ability to provide care and build a skilled team that works well together.

Below are a few of the classifications with some of the higher turnover rates. Employees are leaving for better jobs, and it's often hard to recruit new staff.

Imaging Aides: 50% hired in the last 2 years

CNAs: 42% hired in the last 2 years

Surgical Procedure Techs 50% hired in the last 2 years

Pharmacy Techs: 39% hired in the last 2 years

*"We can't hire new employees because Fountain Valley wages are \$8 to \$10 behind other facilities."*

NUHW Member, FV  
Direct quote from survey

## NEXT STEP IN OUR CAMPAIGN TO RAISE STANDARDS

In the next few weeks, we will continue publishing our survey results. Your next step will be to nominate and elect your bargaining team members, who will represent you in negotiations. There is no limit to the number on the bargaining team, so begin talking now with your co-workers about who you want to represent your department.

Join our facebook page at: [facebook.com/groups/NUHWFV/](https://facebook.com/groups/NUHWFV/)

**More questions? Talk to your shop steward!**