



FACT SHEET

Providence Cedars-Sinai Tarzana Medical Center leaves Valley workers behind

WHO ARE THE WORKERS?

NUHW represents 600 caregivers at Providence Cedars-Sinai Tarzana Medical Center (PCSTMC). Our members include nursing assistants, respiratory therapists, phlebotomists, lab technicians, surgery technicians, radiology technicians, environmental services technicians, pharmacy technicians, administrative and clerical staff, and food & nutrition services.

WHAT WE'RE FIGHTING FOR

PCSTMC workers are fighting for workplace safety standards, uninterrupted rest and meal breaks, and competitive wages. Hundreds of NUHW members completed surveys about workload, staffing, safety, and compensation, sharing the impacts of COVID-19, rising inflation and burnout in their professional and personal lives. The surveys made it clear that workers are understaffed, overworked, underpaid and unsafe. To retain experienced caregivers, attract and keep new staff, and raise the morale and confidence of all, Tarzana employees are seeking the following improvements:

- **Workplace Safety:** The American Hospital Association (AHA) reports that healthcare workers suffer more workplace injuries because of violence than any other profession (March 2022). We've raised concerns over a lack of security presence at all hospital points of entry. This is a liability for staff and the hospital. Similarly, PCSTMC has not agreed to maintain a three-month stockpile of PPE or to provide free COVID-19 testing for employees despite 232 workplace exposures this year alone.
- **Uninterrupted Rest and Meal Breaks:** Caregivers often take rest and meal breaks late, and they're frequently interrupted. Under California law, healthcare workers are entitled to penalty pay when breaks are interrupted, taken late, or not at all. We've proposed including such language in our contract to educate and affirm our rights under the law, as well as ensure that caregivers are afforded 15 minute breaks.
- **Fair Wages:** Many caregivers have chosen to leave the industry in its entirety because of low wages. At PCSTMC in particular, we have seen a 28% turnover rate in the 12 months. Our extensive research verifies testimonials: Tarzana has the lowest wages compared to nine comparable, unionized hospitals in San Fernando Valley and Los Angeles County.
On average, there is a 22% wage gap.
 - It's time for Tarzana's wages to catch up with the cost of living,
 - Members shouldn't have to spend more than half of their income on housing,
 - One in four members have a second job, can't afford to live near the hospital, and commute over 40 miles each day.



"Many people at this hospital are struggling. We have second and third jobs. We can barely pay rent and are living paycheck to paycheck. I have a full-time job and need to recycle because I'm making \$16 an hour. As Matthew 14:19-21 says, this hospital needs to break bread with their employees because they're not being fed."

Nicole Randenberg
Environmental Services



"So many staff have left the hospital. We've had over 150 new hires in the last year. This turnover of caregivers is bad for patient care. We're never fully staffed because it seems like every month someone finds a better paying or less stressful working environment. Tarzana needs to do better for the community."

Koudjo Eguida
Laboratory



"On top of being one of the least paid departments in the hospital, we are dealing with safety issues. We've had 200+ covid exposures this year, cooks are cooking in kitchens that are over 100 degrees and exit/entrances without security. We deserve safety and a living wage of \$25."

Myrna King
Food & Nutrition Services

PCSTMC WAGES FALL FAR BEHIND AVERAGE MARKET RATES:

Job Classification	PCSTMC Start Rate	Average Market Distance	Average Market Rate
Physical Therapy Aide	\$15.81	38%	\$21.89
Personal Nutrition Attendant*	\$16.22	32%	\$21.97
Food Service Worker*	\$16.22	15%	\$18.70
Environmental Services Technician*	\$16.28	13%	\$18.42
Monitor Technician	\$16.81	38%	\$22.98
Patient Services Specialist	\$18.79	22%	\$22.86
Phlebotomist	\$19.57	26%	\$24.63
Pharmacy Technician	\$21.35	17%	\$24.99
Emergency Services Technician (EMT)	\$21.35	30%	\$27.66
EKG Technician	\$21.35	31%	\$27.97
LVN/LPN	\$23.71	21%	\$28.67
Radiology Tech	\$30.36	36%	\$41.16
Respiratory Therapist II*	\$34.77	36%	\$47.25
Senior Echo Tech	\$39.23	30%	\$50.97
CT Tech	\$39.23	22%	\$47.85
Nuclear Med Tech	\$44.33	24%	\$55.13

*Behind market despite receiving a market rate adjustment in 2021.

PCSTMC CAN AFFORD THE IMPROVEMENTS SOUGHT BY NUHW MEMBERS

When Providence announced Tarzana Reimagined, all of us envisioned the potential of a competitive, world-class hospital. Providence and Cedars-Sinai have invested over **\$500 million** in its expansion and construction. With Providence having reserves of nearly \$11 billion, it's now time for Tarzana to **invest in the workers**. A union contract that stabilizes the workforce, rebuilds confidence in the hospital management and operations will ensure a safe environment for patient care.

PROVIDENCE INVESTIGATED FOR ITS FINANCIAL AND BILLING PRACTICES

The Oregon Department of Justice's consumer protection arm is investigating Providence's financial and billing practices after the *New York Times* (October 2022) published a series of articles on the healthcare giant's Rev-Up program, which instructed employees on how to approach and wring money out of patients—even those who were supposed to receive free care because of their low incomes. If patients did not pay, Providence sent debt collectors to pursue them. Providence CEO Rod Hochman said the Rev-Up program was short-lived and no longer exists. He also noted that Providence has started issuing refunds with interest after resolving an error that resulted in some Medicaid patients receiving collections notices and making payments to a third-party collection agency.

The articles prompted U.S. Senator Patty Murray (D-Washington) to question the system about its "disturbing practices" charging patients who were eligible for free care. Washington's Attorney General Bob Ferguson previously accused the organization of failing to inform thousands of patients of charity care discounts they qualified for and instead collected on their debt.