



COMMUNICATIONS WORKERS OF AMERICA
LOCAL 1168, AFL-CIO



DATE: August 17, 2011
TO: All Members of CWA Local 1168 at Kaleida Health
FROM: Bargaining Committee
RE: Kaleida Health Operational Deficiencies

During our recent set of contract negotiations Kaleida Health repeatedly discussed with the Union bargaining committee their ongoing financial difficulties. The Unions pointed out that there are a significant number of operational inefficiencies and waste within Kaleida Health that costs the organization millions of dollars each year. In an effort to address the Union's concerns regarding this issue, Kaleida agreed to the following language.

“In response to collective bargaining discussions, Kaleida Health agrees to work with the Communications Workers of America, AFL-CIO, the International Union of Operating Engineers, AFL-CIO and 1199 SEIU United Healthcare Workers East regarding challenging operational issues.

Specifically, the Unions have offered numerous verbal suggestions on how to improve operational inefficiencies and to address struggling departments or service lines. This could include ways to cut costs, reduce waste and inefficiencies, plus improve the quality of patient care.

To that end, the Unions agree to reduce to writing, constructive suggestions, ideas or opportunities within sixty (60) days of ratification of the new collective bargaining agreement and forward same to the Senior Vice-President of Human Resources and/or the Chief Operating Officer of Kaleida Health.

Kaleida Health will respond to each of the constructive suggestions or ideas to the Unions in writing no later than ninety (90) days after receiving Union responses.

The parties agree to discuss the operational inefficiencies and the results of this process on a quarterly basis as a Sub-Committee of the Oversight Committee.”

Therefore, we are surveying our members to elicit your concerns and frustrations on how Kaleida can save money and run more efficiently.

Please use the reverse side of this update to document any suggestions that you may have for correcting operational inefficiencies, help struggling departments, reduce cost or eliminate waste.



NAME: _____ (optional)

WORKSITE: _____ DEPARTMENT: _____

OPERATIONAL INEFFICIENCY:

SUGGESTION FOR CORRECTION:

Please return to: CWA Local 1168 • 505 Delaware Avenue • Suite 201 • Buffalo NY 14202

Fax - 644-9100

Email to office@cwa1168.org or give to your Union steward.