



DATE: March 21, 2011
TO: Kaleida all, (Brothers and sisters of SEIU, CWA, IUOE)
RE: Staffing

Daily we are expected by Kaleida to work harder, faster and smarter to provide the best quality health care for our patients and their loved ones.

As Kaleida employees we understand what it means to deliver quality care and are eager to accomplish this goal. However, the reality of staffing in the Kaleida Health System is one of crisis, plagued by poor planning and delayed response times in which staffing emergencies are often left unchanged or treated with small inconsistent remedies at best. The crisis is daily, far reaching and sustained. These emergencies put patient safety at risk.

Attempts to mobilize and impact management and administration are all too often met with excuses of budgetary concerns rather than those of safe patient care.

Safe adequate staffing levels, as supported in the literature, optimizes best possible patient outcomes, yet remains a fantasy at Kaleida. All too often the leadership turns a blind eye and a deaf ear to our day to day realities and ultimately to those in our care.

The **Mission** of Kaleida - *"to advance the health of our community"* - hinges on the care we provide. Their **Vision** - *"providing exceptional quality services..."* - is measured by way of patient outcomes, as well as patient and community satisfaction determined by the care in which they received. The **Values** - *"patient-centered, excellence, accountability and integrity"* - can only be delivered if there is adequate staff to provide such care.

Logically many of our members believe Kaleida should provide safe adequate staffing each and every day to ensure that each employee can demonstrate the values:

- *"put patients and families first"*
- *"pursue exceptional performance with a passion"*
- *"take personal responsibility for delivering results"*
- *"demonstrate honesty in everything we do"*

Sadly it's just a fantasy!

In an effort to obtain the support we need to reach these standards,

WE ask Mr. Kaskie,

- **When will you commit to safe appropriate staffing of all the facilities so that we can accomplish Kaleida Health's Mission and provide the best possible patient care?**
- **When will you finally hold your management and administrative team accountable and responsible for putting out schedules that include the whole Healthcare team and not just fragments of a team?**
- **When will you personally take a look at the staffing crisis that is going on and commit to resolve it?**

We the employees (and members of the Unions) ask for your response.

Sadly, the reality is we cannot trust Kaleida to do the right thing. It will take initiation of legislation to compel Kaleida to do the right thing when it comes to providing safe adequate staffing.

What can you do? We are asking that you call your legislators and ask that they support safe staffing legislation and ratios in both the state assembly and senate. Please ask they support NYS Assembly Bill A921-2011: Enacts the "safe staffing for quality care act" and for sponsorship of a NYS "same as bill" in the NY State Senate.

Thank you to all the staff who filled out staffing forms to document the staffing crisis. The enormous pile of forms was delivered to Kaleida's negotiating team on the first day of bargaining; hopefully it leaves a lasting impression.