

UC Patient Care WATCH

April 2008 - Alert #8
www.UCPatientCareWatch.org

What Have We Learned About UC Patient Care?

Over the past 13 weeks, Patient Care Watch Alerts have let UC patients and families know the following:

UC is losing experienced workers.

One in four career essential healthcare workers in UC Medical Centers have less than two years of experience at UC and there is high turnover in too many job classifications¹.

UC is using “temps” in too many patient care jobs.

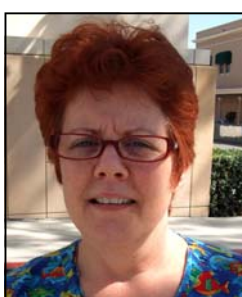
With less training in UC hospitals, “temps” require more supervision and training, which can prevent UC career employees who have temps on their teams from focusing fully on patient care.

UC patients experienced higher than expected complications.

An analysis of 2005 data² that UC submitted to the State indicates that while patients at UC’s Medical Centers had overall lower rates of mortality than did patients at comparable hospitals³, they had higher overall complications like infections, accidental lacerations, post-operative pneumonia, bed sores, and other post-operative complications⁴.

UC workers believe that below-market wages, a high stress environment and increasing benefit costs cause UC to lose experienced workers and create the need to rely on temporary staff in certain departments. We believe that all of these facts can affect the quality of patient care, including the possibility that they may, along with other factors, contribute to elevated complication rates.

We have asked UC to give us the tools we need to provide the highest quality patient care, but so far UC has refused to meet our demands. We will keep demanding quality patient care at UC until UC changes!



OVER THE COMING WEEKS: UC Patient Care Watch will expand beyond these weekly alerts distributed to patients and families at UC Medical Centers. Stay tuned!

Brought to you by the 11,000 UC Patient Care Technical Employees at UC’s Medical Centers represented by AFSCME Local 3299. AFSCME is currently in contract negotiations with UC. We are fighting for wages, benefits and working conditions which would close the gap with other medical centers. Please support us!

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No request to cease services or stop deliveries.

Footnotes: 1 - Years of experience calculations based on September 2007 employee data for career (not including per diem) employees provided by UC. Turnover based on calculation of the separation rate for calendar year 2006 from employee data provided by UC. 2—Based on an analysis of 2005 Office of Statewide Health Planning & Development (OSHPD) Inpatient Discharge Data Set commissioned by the union. UC attests under penalty of perjury that the data they submit to OSHPD is accurate and complete. Data has been risk-adjusted. 3—To account for variations of patient mix, a peer group was defined that included 16 private medical centers and 10 county medical centers that also operate academic programs on their campuses. A list of the peer group can be found at www.ucpatientcarewatch.org/peergroup. 4—UC had a higher complication rate than its peers in 212 (private peers) or 225 (public peers) of 559 Diagnostic Related Groups (DRGs). UC had a lower complication rate than its peers in 163 (private peers) or 122 (public peers) of 559 DRGs.