

HealthPartners Local 12 News

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The Search for Compassionate Leaders at HP

By Janell Kelly, Local 12 Member

I have been employed with HealthPartners for 26 years, and over those years, I have had some wonderful supervisors and managers, people who really helped their employees be successful. In my last department, things started out great, and I was willing to go the extra mile for my manager.

Then, tragically, my oldest son passed away. I was having trouble with being able to work and needed to go on FMLA. While I was out, the best supervisor was moved and a coworker was moved into a management position.

This is where the troubles started; they made one of my coworkers the supervisor of the department. After three months she scheduled a one-on-one meeting, which is usually about checking in on how someone is doing with work.

This was not the case for this meeting. She stated that I wasn't smiling anymore and seemed not myself. She went so far as to suggest that my family put me on a 72-hour hold. I said I wasn't going to hurt myself or anyone else. For over an hour, she tried to tell me I needed to figure out how to deal with it. I finally told her I will never be the same person I was before. My son died. It changed me. We left the meeting without a resolution, and I was treated poorly from that point on.

Two years later my granddaughter suddenly died. Now, I was struggling with both losses, and my supervisor was making my life miserable. I finally had enough of a hostile environment and left that department. I knew that job well and was confident in doing it. I just couldn't take the way I was treated.

I took a huge cut in pay just to get out of that position. I ended up at a medical clinic where things were bad right away. I was so stressed out that I had symptoms of a heart attack on the job and was taken away in an ambulance. I wound up taking medical leave due to the negativity and the bad treatment.

When I finally felt like I could return to work, I ended up going to a dental clinic. It started out well. I had worked in dental ten years prior. In fact, most of my HealthPartners career was in the dental department. I thought to myself that this was going to be a good fit for me. Things had changed since I worked in a dental clinic, however, and the necessary training was nonexistent.

I am still on intermittent medical leave, and my supervisor in the dental clinic is trying to get rid of me, investigating me on issues that never would have happened if I had received proper training.

HealthPartners needs to have proper training for their employees, particularly for supervisors who pass their training down. Their poor training makes all our lives difficult.

There is something particularly appalling about a healthcare company that tries to rid itself of elderly employees, particularly ones who've worked for the organization as long as I have. That they'll happily take your labor when you're healthy but try to pack your bags after they've ground you down, is nothing short of morally bankrupt.

HealthPartners needs to be better. It needs to DO good.

A message from your Union Representative

Kelsie Morgan, Business Representative



In the recent years there seems to be an uptick in privacy policy violations.

As a union rep I feel the need to understand why this is. We would like to look further into the WHY of these violations, and not so much the WHO or WHAT. People with perfectly clean records who have been employed for years and years are falling victim to violations of these practices. I don't know why but I have my theories.

My first theory is the training: When I was an HP member in my early years, privacy training was a recurring event. It was hammered into me and my colleagues about the need for and methods used to protect Patient Health Information (PHI). Before leaving the only recent training I remembered receiving was the MyTraining, and this was a virtual training, where we would typically click through quickly and sign off on without a second thought because we had work to do. The most likely culprit here is that training has been lacking. I'd like to hear from members on about their experiences with privacy training. Feel free to email me!

My second theory is that people are overwhelmed and over worked. Everytime I visit the Bloomington Clinic, the line to check in is long. I learned the Clinic Assistants share printers. And they recently needed to reimplement a policy to highlight the patient name on paperwork they hand to the patient after CA's were grabbing the wrong paperwork off the printer and handing to patients thinking it was theirs. CA's are feeling rushed, and pressured to serve the patients and get these lines down, and with that, comes serious mistakes.

We need to get the message out about the importance of protecting Patient Information. Going into friends or family members charts is not appropriate, even with the best of intent. This allows the employer to skip progressive discipline up to and including termination. Administrative errors such as handing the wrong paperwork to the patient or putting information for a different patient in another's chart, is less severe but still could lead to a discipline. Remember to slow down. It's better to work slower and feel confident in your work than to work faster and make these mistakes because the lack of staffing is not your problem, it's management's.

Fighting these disciplines is not an easy task, and at best we might be able to get a lesser punishment in a non-precedent setting deal with Human Resources but even this is not always guaranteed depending on the circumstances. We need our members to educate one another, look out for each other, and ask your leaders questions about the privacy policy if/when you don't understand it. Remember to protect yourself, and the best way to do this is with knowledge and understanding, and feeling confident in your work.

Kelsie Morgan
Kmorgan@opeiu12.org

Join Us! HealthPartners Contract Kick Off

Open to all OPEIU Local 12 Members and their Families!



When: September 18, 2024
Picnic with meal: 5pm- 6:30pm Game
Starts at 6:30pm
Where: CHS Field
Who: All Local 12 Members and their families
Why: Solidarity for HealthPartners members as they begin a big contract campaign.



Details: Please RSVP to Cesar Montufar that you are interested in the event by August 30th, 2024
Cmontufar@opeiu12.org

The first 100 tickets are \$15, after which they will go up to \$20. Price includes meal and ticket to the game.

You can Venmo @OPEIULocal12 Be sure to include your name in the information line of the Venmo for tracking purposes.

Or write checks payable to OPEIU Local 12. We will let you know how you can receive your ticket.

OPEIU Local 12 is subsidizing the rest of the cost of the event.

Unions Change the Landscape at Work

By: A.J. Tilsen



Over the last 60 years, unions have seen a decrease in membership, as business leaders in America dramatically increased the promotion of union-busting politics, policies, and rhetoric. There has been a resurgence in the last few years. Many employers try to treat the union as a third party, yet that is far from the truth. We are the union, all 1,047 members at HealthPartners. We are the ones who keep our collective bargaining agreement (CBA) alive and leadership accountable for their actions. Thanks to our collective bargaining power members at HealthPartners have kept the best medical coverage with Zero-dollar co-pays, which is virtually unheard of. Due to our collective bargaining power union members receive 10-15% more in yearly raises than non-union employees.

With the decrease of unions over the last 60 years, the middle class has been disappearing. Unions are the equalizers. The CEO at HealthPartners, Andrea Walsh is making 2.4 million dollars a year equaling \$1,153 an hour. When many members have to work two jobs to pay for their necessities, this is unacceptable. I ask you what are you worth? We know HealthPartners can work without Andrea Walsh, yet HealthPartners can't work without our 1,047 members; we have the power.

I have heard many stories of past HealthPartners leadership being afraid of our members. Leaders did not dare push members around, because the members knew their CBA and rights, and would turn to their contract and point out the article leadership was violating. I have seen this coming back at Como Clinic. A few members have shown how brave they are by pushing back on leadership. We recently won a fight against St. Paul-Wabasha when the employer wasn't going to fill a position being vacated by a member and our union representative contacted human resources because article 19.01 was being violated. A few days later the posting was up on the new ERP system. A steward at Midway Clinic was able to get Andrea Walsh to finally respond to her email regarding the lack of patient care when it came to referrals. A call-center member recently quit over the toxic work environment, and the Unemployment Board sided with her, holding Health Partners responsible. So, what will you do the next time an article is violated in your department, or you see an injustice?

At HealthPartners we are free to talk about 'the union' and this has been scaring leadership. I was accused by a leader that I was bringing 'gossip' into a department. Yet, the only thing I was bringing was my voice, letting members know of Contract Action Team (CAT) meetings and surveys. What I was doing was engaging members. The director of the eye department, Melissa Showers and I met during a step 1 grievance meeting where I was representing a member. She thought it was an appropriate time to talk about 'my behavior.' When I asked for examples of my 'gossiping', Melissa didn't have any examples, she just looked away and changed the subject. Melissa kept saying 'the union' in the meeting, yet she didn't understand that I am the union and so are all 1,047 current members at HealthPartners.

Know Your Representatives

Kelsie Morgan- HP Union Rep kmorgan@opeiu12.org

Cesar Montufar- Rep/Organizer helping with HP- comontufar@opeiu12.org

Devin Hogan- Local 12 President- dhogan@opeiu12.org

Upcoming Bargaining Dates for HP

Bargaining Starts September 10th at 8170 and will be every Tuesday except for Election day which will be Thursday instead.

Please watch our website www.opeiu12.org and social media for updates on bargaining. Follow us on TikTok, Facebook, Instagram, and Twitter @OPEIU12

