

**#204**  
**Proposed Resolution**

Respectfully submitted by Doctors Council SEIU to the SEIU 2016 Convention

**Resolution on Quality Improvement Work:**

**The Pathway for both a Better Patient and Worker Experience**

More than one million-strong SEIU Healthcare members- nurses, doctors and workers representing all facets of direct care and services in every setting in the industry- share a vision to provide quality and safe care in hospitals, home care, clinics, nursing homes, and communities.

SEIU union members have the ability and contract protection to advocate and speak out and are well-positioned to identify and stand up for the changes that will make the most difference for our communities and the people in our care.

The best experts we have to ensure that our patients we take care of and the communities we serve receive quality care are SEIU healthcare union members and the frontline healthcare team members. To achieve our goal of quality care for all, we need an organizational and work environment that achieves the highest possible engagement of the knowledge, skills, commitment and passion of our members. The number one resource to improve quality-frontline workers- is not being used to maximum potential.

A major way of ensuring that patients' and community voices are heard, and that decisions in healthcare delivery are inclusive and transparent, is through engagement of SEIU members who work in healthcare facilities and who provide care.

There has never been a more challenging time in healthcare. With the implementation of the ACA (Affordable Care Act), systems becoming ACOs (Accountable Care Organizations), the use of modern EMRs (Electronic Medical Records), emerging FQHCs (Federally Qualified Health Centers), reliance on HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) scores and patient experience and satisfaction, transitioning into (PCMHs) Patient Centered Medical Homes, the use of Value Based Purchasing (VBP) and on and on, the one constant in healthcare is the constant change. Our healthcare members must be aware of these changes and be involved in decision making about their implementation at our workplaces to understand what these mean for our patients, professions and facilities, as well as being able to deliver quality care.

Funding and reimbursement to healthcare facilities are increasingly tied to quality/ clinical indicators and patient experience and satisfaction scores. Payment models are shifting, focusing on outcome-based reimbursement incentives.

Why Now? Responding to the enormous challenges we face of increasing demand and shrinking revenues, we need our members to engage with administration toward care models that improve quality for communities and to better manage population health. We want to improve the patient experience of care (including quality and satisfaction) and the health of populations.

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**Quality improvement work, through engaging frontline members, will increase work enjoyment and morale. When our members are involved in a meaningful manner, we can have better ownership of what we do and how we perform it and this can lead to better quality care.**

**We can also identify and recruit new active members and leaders who want to see our unions be involved in quality improvement work in addition to bargaining and contract administration and the other activities we do to improve the lives of our members and communities.**

**We will also build strength within our union by creating opportunities to engage more workers in this positive union activism.**

**Quality improvement works also adds to the narrative of why unorganized workers should join our union- to have a greater voice and input into decisions on care delivery. Employers may also see our union as a "value add" in this healthcare paradigm.**

**Therefore Be It Resolved: That SEIU consider and seek ways to engage our healthcare members to be involved in Quality Improvement Work as a pathway for both a better patient and worker experience by:**

- 1. Continuing and strengthening our being a cutting edge 21st Century Healthcare Union;**
  - 2. Enabling Healthcare members/workers take the lead to transform our healthcare system, including at our workplaces;**
  - 3. Establishing joint decision-making bodies of frontline care delivery team members with administration and key quality improvement personnel to improve the delivery of quality care and the patient experience through meaningful engagement of frontline healthcare workers;**
- and**
- 4. Utilizing this opportunity and work for union building benefits, such as helping to recruit and develop new leaders to strongly connect to our union.**