



# Negotiations Navigator

Issue #9  
March 4th, 2008



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## The Reason We're Here: Patient Care

All of us have been a patient, or know someone who has. When we're in the care of others, we want the best for ourselves and our family.

Every day, we provide this service to our communities. That's why as a part of the current negotiations, we are discussing ways to make sure we have tools we need to provide the best possible care.

The Service Excellence Committee is focusing on this goal.

**Here are just a few of the issues being discussed by this committee in negotiations:**

- Patient Safety
- Education to increase SEIU members' knowledge of service goals, patient satisfaction scores, waste reduction, the Strategic Alliance, and hospital reimbursement
- Greater SEIU member involvement in the Service Excellence work throughout Allina
- Collaboration between SEIU members and management on the identification and implementation of best practices

### SEIU Healthcare Minnesota Service Excellence Committee

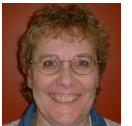
Sandy  
Daly O'Shields  
Abbott



Maria Douville  
Mercy



Kathy Jacobson  
Owatonna



Sheila Reason  
Abbott



*"This committee gives us the opportunity to have influence in how patient care is delivered. We also are making sure we have the ongoing training and open communication with management we need to provide the best possible care."*

*--Larry Schindler, Unity*