

Evaluate This!!!

SEIU Local 121RN Files Grievance Against Hollywood Presbyterian for *Another* Contract Violation

On or about October 15, 2009, Kathy Wojno completed performance evaluations for Registered Nurses in both the NICU and Pediatric Units. This is a direct violation of the Collective Bargaining Agreement. **Article 13, Compensation, Section N—Performance Reviews** states: “*Employees within the bargaining unit covered by this Agreement will receive performance reviews conducted by their supervisors at least annually in a manner established by the Medical Center to (a) comply with JCAHO standards and (b) apply uniform criteria to all such bargaining unit employees. An employee shall be provided with a copy of his/her written performance review.*”

The RNs in the NICU and Pediatrics Units were not evaluated by their direct line supervisors. They received evaluations that were completed by the Chief Nursing Officer, Kathy Wojno, who had little to no knowledge of their work. In other words, she could not possibly have observed their performance often enough to reliably score each individual RN. Each of the RNs received low customer satisfaction scores.

It is unfair to rank RNs low because the Medical Center received poor patient satisfaction scores unless there is a direct correlation and the RNs were previously informed at the time of the occurrence. The CNO appears to be blaming RNs for a hospital-wide problem. Scoring the RNs low on customer satisfaction transfers the blame to nurses for a problem that may lie within the system as a whole. Essentially, the Medical Center never identifies the underlying problem within the system, thus it continues to exist. Failing to identify the problem, the Medical Center continues the cycle by manifesting an environment where employees feel unrecognized and afraid and patient satisfaction scores remain low.

Instead of pointing fingers at RNs for poor patient satisfaction, the Medical Center should work with RNs and others to identify and address problems.

SEIU Local 121RN demands that the hospital comply with the contract. SEIU Local 121RN requests that each RN be appropriately evaluated based on individual performance by his/her direct line supervisor.