



Topics Covered

- **Unsustainable Template Changes will be Implemented by the Company in April**
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Local 7 Primary Care and Pediatric APPs,

We were informed by the company that the APP Primary Care and Peds template will increase starting the first week of April.

Local 7 leaders offered common-sense options to improve access to care and sustainable careers. We strongly advocated for 9- and 10-hour shifts, increased virtual and telephone visits (similar to physicians), a richer template of focused appointments (focused care), trauma clinics, administrative time, and better work life balance. The company rejected these.

Unsustainable Template Changes will be Implemented by the Company

This week, you will receive the information from the company in an email along with templates so you can participate in the design of your own templates with the following guardrails:

1. PC APPs will have a template of 22 slots (19-20 F2F, 2-3 telephone), 14 of which will be same day appointments. If there is a need for less same day appointments at your clinic, you can work with your MOD and MOC to submit why your clinic needs fewer same day appointments.
2. Pediatric APPs will have a template of 20-22 slots (20 F2F, to add one or two phone visits is optional), 14 of which will be same day. If there is a need for less same day appointments at your clinic, you can work with your MOD and MOC to submit why your clinic is in need of fewer same day appointments.

Local 7 is not in agreement with the above template changes.

We already receive reports of our PC and Peds APPs accruing overtime, having inadequate time to meet the needs of our patients, and experiencing high levels of burnout. APPs provide quality patient care and are less costly to employ than our CPMG colleagues. (<http://ufcw7.org/files/2022/11/Email-Blast-APP-Compensation-Compared-to-Docs.pdf>). The APP role and input should be elevated and valued within the organization. The APPs will now see more face-to-face patients in less time than our CPMG colleagues. The increase in the number of patients will drive further overtime and as a result sick call and employee turnover. Local 7 brought all these concerns to the company. More background information is below.

What can We Do?

The company has the authority to make business decisions as it has done for the last several years even if these changes are proved to be unsustainable. In this time of health care worker shortages, career sustainability of Local 7 staff (not just CPMG) must become a priority. Disregarding one of the company's greatest assets, its talented staff, will lead to long term failure of the organization through employee turnover. Union members (which includes every member of Local 7) have the ability to speak up and continue to advocate for ourselves and the patients we care for.

We need to hear from you. If you are willing to speak publicly to improve patient care and the employee experience, please submit your information here: <http://ufcw7.org/members/healthcare/speak-up-for-safe-staffing/>

It is important that patient safety is kept paramount while template demands increase. Local 7 can defend overtime spent in patient care or a low CDSM score but a patient safety issue can be catastrophic and put your license at risk. Don't put yourself or your patient at risk by rushing. Ensure you take care of the patient in front of you and appropriately document your medical care. Local 7 will continue to advocate for 9- and 10-hour shifts, decreased patient load and work life balance for the PC and Peds APPs.

More Background Information

The initial proposal from the company was for 18 same day appointments in the template every day. Local 7 believes this would drive higher acuity patients to our APPs and we were able to get agreement to reduce from 18 to 14 same day appointments. The company would not agree to any of our other asks or any further reduction in same-days.

Local 7 is requesting an Issue Resolution concerning these template changes.

In addition, Local 7 was informed that the Focused Care pilot would be stopped immediately. We were informed that the support systems were not currently in place for the pilot to expand. The company's interest is access immediately and the pilot may be revisited in the future.

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