



PARTNERSHIP SUCCESS STORIES

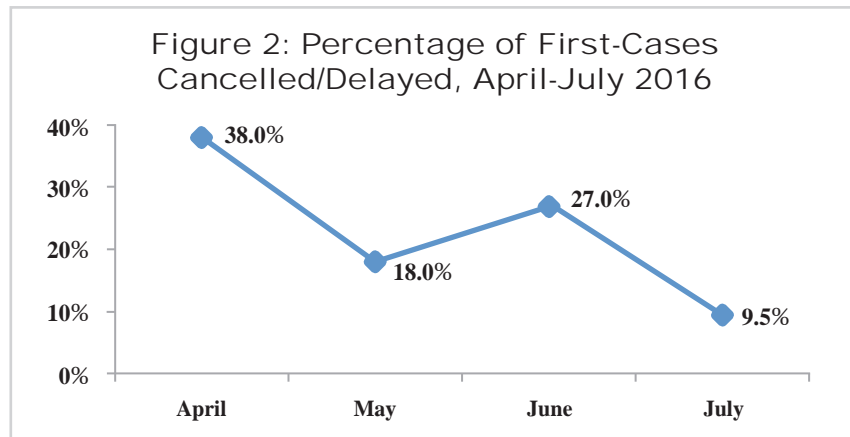
Labor and management working together to improve care delivery and quality of work life



- Imaging staff rounded on cardiology unit patients and staff each morning to assess patient readiness for transport to the MRI suite

The Results

The percentage of first cases that were cancelled or delayed dropped from 38% to 9.5% over 120 days (Figure 2).



Positive Feedback

Sean O'Brien, Medical Secretary Soraya Flores and MRI Technologist: "While working with this process improvement project we quickly realized that team effectiveness was crucial in order to implement the improvements."

Antoine Jones, Radiology Supervisor: "Together everyone achieves more."

THE LABOR MANAGEMENT PROJECT (LMP) is a consulting group that brings labor and management together to address the complex challenges facing today's healthcare organizations. Funded through collective bargaining, the LMP is overseen by a board of trustees with representatives from 1199SEIU United Healthcare Workers East and the League of Voluntary Hospitals and Homes of New York (an employer association and bargaining agent).

The LMP's mission is to support the partnership of labor and management health care teams to achieve positive work environments, excellent care and community wellbeing. Goals include increasing worker voice and involvement; enhancing the quality of care; improving patient and staff satisfaction; and increasing operational effectiveness and performance.

The LMP offers a broad range of services and strategies, including organizational development and labor-management consulting, process improvement facilitation, skill-building sessions, workplace and community health, and research and evaluation.