

## Proposed Realignment of Transportation Services at St. Joseph's Healthcare Hamilton

April 15, 2015

As part of our ongoing efforts to live within our financial means in a way that enables us to provide the safest, most effective care possible, St. Joseph's Healthcare Hamilton consistently reviews opportunities that will improve the level of care and service we provide while maximizing our efficiency and reducing our costs. Annually, we are challenged to find savings to offset the gap between our funding and the inflationary pressures that drive our costs upward. It is essential that we find ways to close that gap in a way that does not compromise our ability to provide high quality patient care.

Our normal process is to share any changes in programs or services hospital-wide once a final decision has been made. This allows us to be open, transparent and clear about what the impact of any changes will mean to our staff, our patients, and our community. However, CUPE Local 786 issued a press release on Tuesday, April 14<sup>th</sup> stating their intention to host a press conference on Thursday, April 16<sup>th</sup> to 'out' a proposal for changes in transportation services currently under consideration. To provide the utmost transparency on this issue, St. Joseph's is issuing the following information regarding the proposed change in service currently under review.

It is important to note that the proposal being evaluated is being considered by an internal committee comprised of CUPE members and other hospital staff members. It is the job of this committee to evaluate and propose alternatives to the proposal that could be considered to meet the business objectives. ***The work of this committee is confidential, which prohibits us from sharing specific details of the ongoing discussions.*** What is being shared today is all we can say without breaking the confidence of the work of this committee.

### The Proposal

- Currently under review is a proposal to change our current mixed-model of transportation services to a fully outsourced model. **A final decision on the out-source proposal has not been made at this time.**
- We are confident that patient and staff safety would not be compromised in any way if we move to a fully outsourced model.
- St. Joseph's is committed to delivering on our obligations to our people. If transportation services is fully outsourced, the CUPE represented employees directly affected by a change in model would remain at St. Joe', as St. Joe's employees, if that is their choice.
- The savings from this proposal would come from the consolidation of duplicated services reporting to multiple managers being streamlined into one efficient, effective service.
- St. Joseph's remains committed to reviewing any viable counter-proposal that is tabled by the joint Committee reviewing alternatives to this proposal.

## Proposed Realignment of Transportation Services: FAQ

**1. How many staff will lose their jobs as a result of this realignment?**

**None.** *The Hospital has committed that there would be no lay-offs if we proceed with this proposal. All current CUPE staff working in transportation services would be able to continue working at St. Joe's, as St. Joseph's Healthcare Hamilton employees, if that is their choice.*

**2. How much is the hospital saving by outsourcing transportation services?**

*Unfortunately, due to the confidential nature of the work of the Committee evaluating this proposal, we are not able to share the anticipated savings until a final decision has been made. What we can say is that the savings are significant, and will be an important contribution in closing the gap between our funding and our current operating costs.*

**3. Who will be the outsourced service provider?**

*This proposal is not yet finalized. If a final decision is made to outsource, we will use our standard procurement practices to select a service provider.*

**4. Can you guarantee that the outsourced staff will adhere to standards of service?**

*A Service Level Agreement would outline expectations of quality and level of service. We expect that if this model is approved, the contracted service provider would meet or exceed our expectations*

**5. What about staff and patient safety?**

*Staff and patient safety are the most important factor we consider when considering changing models of service. Staff and patient safety will not be compromised as a result of any decision, including the possibility of out-sourcing. Additionally, we will evaluate any final decision through the lens of our Ethical Decision Making framework.*

**6. When will a final decision on this proposal be made?**

*We continue to work with the joint committee established to review and evaluate this proposal. We will be discussing the required timelines for any counter proposal within the joint committee shortly.*