

SHARE MEMBERS 2022 CONTRACT SURVEY RESULTS

SUMMARY AND CONTRACT PRIORITIES

SHARE members filled out over 4000 surveys to prepare for contract negotiations this year, on a range of topics: retention and why staff stay or leave, benefits, career opportunities, our COVID experience, money, and our priorities for contract negotiations. SHARE members have been through a lot, and have a lot to say. This final report puts it all together.

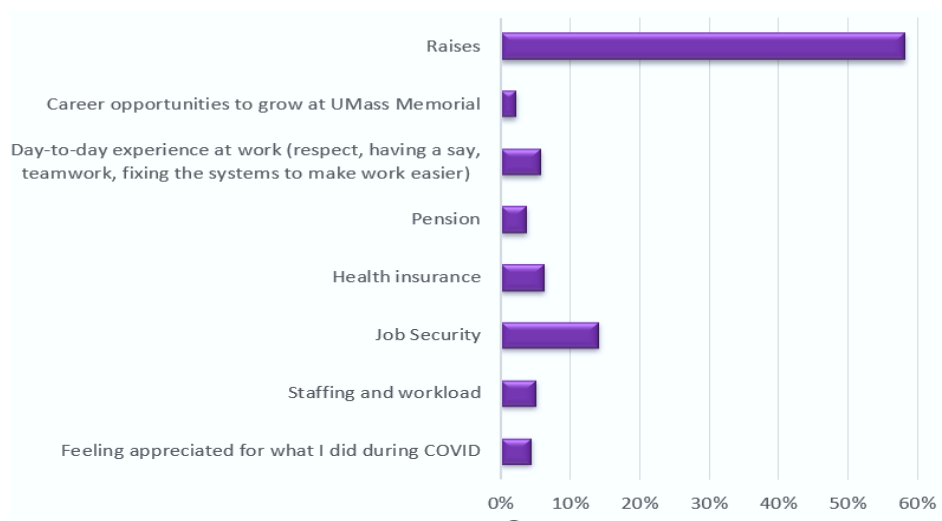
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Raises are Top Priority for SHARE Contract Negotiations

There's no doubt that raises are our top priority for these contract negotiations. 80% of SHARE members are not satisfied with their pay.

Gas, food, rent - everyone's costs are rising rapidly. We know that increases in the cost of living hurt everyone, and especially people at the bottom of the pay scale. We watch as co-workers leave to make more money elsewhere. **SHARE members want, and need, really good raises in this contract.**

#1 Priority for Contract Negotiations



What are SHARE members saying about pay?

"I can't pay my bills with the salary I make here. I'm leaving with my heart broken. I love this place, but I also need to put food on my kids' table."

"I can deal with everything else except for the fact that I'm basically broke every week!! I am the epitome of the working poor due to the lack of acceptable pay."

"We all worked hard during the pandemic and should be compensated. It's not just the doctors and nurses who make this place run - they can't do it without us."

"We need to be treated like human beings with a normal life. Not like a robot that needs to work 56 hours to be able to support ourselves."

"The mandatory OT has been outrageous since the fall. We're all exhausted. To see inflation rising as sharply as it is and the bonus money being taken away, is a double whammy. If our pay does not increase significantly, I will most likely leave to pursue a job elsewhere."

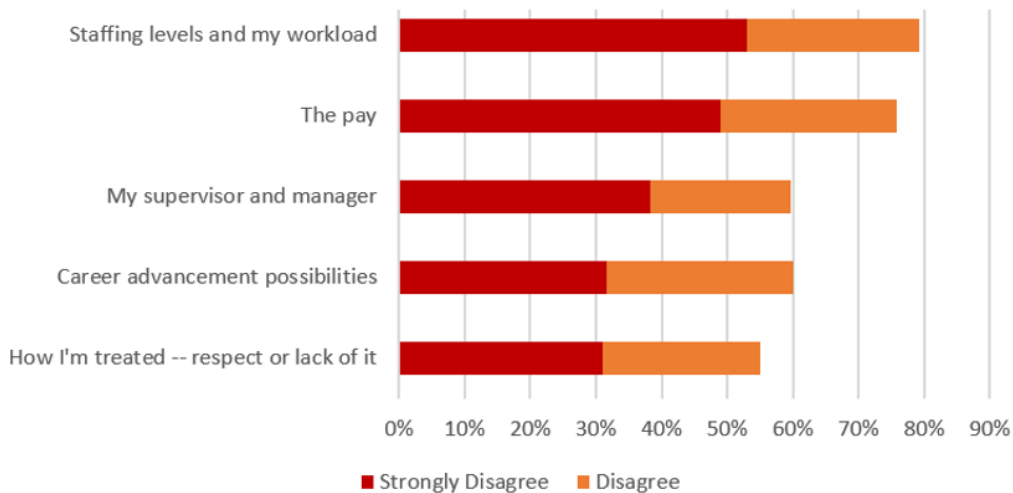
"Due to the extreme cost of living increases in this country, I am seriously considering becoming a traveling technologist. If UMass doesn't raise the rate of pay significantly, I will have no choice financially."

About travelers: "It's hard coming in feeling under-appreciated and working alongside people making much more who haven't given as much to the institution as I have."

Keeping Staff: Pay and Staffing Levels Go Hand and Hand

The national staffing shortage has placed an incredible burden on our shoulders – caring for our patients without enough staff. 54% of SHARE members say they don't have adequate staff to do what needs to be done. Among SHARE members who said they are seriously considering leaving UMass Memorial, staffing levels and workload and pay are the biggest reasons.

Yes, I'm Seriously Considering Leaving: Why?



Among people who say they are seriously considering leaving. Question is phrased: "The pay makes me want to stay at UMass Memorial."

In order to fix the staffing levels, we have to fix the pay. While UMass Memorial used to pay better than a lot of places, half of SHARE members now disagree with the statement "I am paid about the same at UMass Memorial compared to what other employers in the area pay people for my job." SHARE members report that co-workers have left to get paid more some place else, often with a less stressful workload.

We must make sure that UMass Memorial is paying as much as, or more than, other hospitals so that we can attract and retain great staff.

What are SHARE members are saying about staffing?

"It has taken a toll on my personal life, there are days I'm too tired to cook dinner. So, my weekend is cleaning and sleeping to make up for the week."

"We do not have staff to handle our daily needs, one sick call cripples our department!"

"We are always short-staffed. If we request time off, we get denied b/c of coverage. It makes it difficult to ask for time off, so then people call out sick instead."

"We need permanent staff in my department. I'm nervous about what will happen when the travelers are gone. Our pay scale is not attractive to potential employees because other hospitals pay more."

"We are working very short-staffed almost every single day and we are burnt out."

"We had 6 applicants for positions that are open in our clinic, and they all refused because the pay was 4 to 8 dollars less an hour than they are getting now."

COVID: What We've Been Through

We maintained the frontline to protect Central Massachusetts throughout the pandemic. Most SHARE members are proud of the healthcare delivered at UMass Memorial during COVID. Most agree that in their department, they work well together as a team. We came to work every day, knowing that we could be putting our lives and our families at risk. While COVID surges came and went, patients were our priority.

But working through COVID has taken its toll on SHARE members: More people think they are suffering from burnout now (47%) than before COVID (24%). SHARE members report being exhausted and stressed – you can hear it in their comments.

When I look back at what we've been through with COVID, I feel...

"... stress, fear, and anxiety. I watched people die alone. I watched people suffer. I have not even had the time to process it all."

"... lucky to have worked with the team on my floor--they are the ultimate professionals."

"... we did well during a global pandemic and worked as a team to survive. Now we are short staffed in all areas and paying new people high sign-on bonuses to work. We need to compensate those of us who worked every day of this pandemic, during such unknown times, and made it through.... We stood with UMass Memorial, now UMass Memorial should stand with us!"

".. unappreciated, over worked, mentally and physically exhausted, and under-paid."

Appreciation for What We Did Through COVID

While a majority of SHARE members say they feel appreciated about what they did during COVID or are mixed, 38% of SHARE members say they do not feel appreciated. Some of those who say they feel appreciated said the COVID bonuses made them feel appreciated, but many answers were more about respect, communication and how people are treated in their departments.

What are SHARE members are saying about what makes them feel appreciated?

"Fortunately, our supervisor lets us know how much we are appreciated. She also pitches in to help us as much as she possibly can."

"My opinion is actually considered when decisions are made within the Department."

"When our manager fights to get us more staff!"

"The fact that they tell us how much we are appreciated all the time. And to hear Dr. Dickson say that no matter what our positions are, they could not have gotten through this without each & every one of us."

"Communication on both ends, between myself and management has been amazing thus far. There appears to be a level of respect overall with an understanding and empathy about the job I am tasked with on a daily basis."

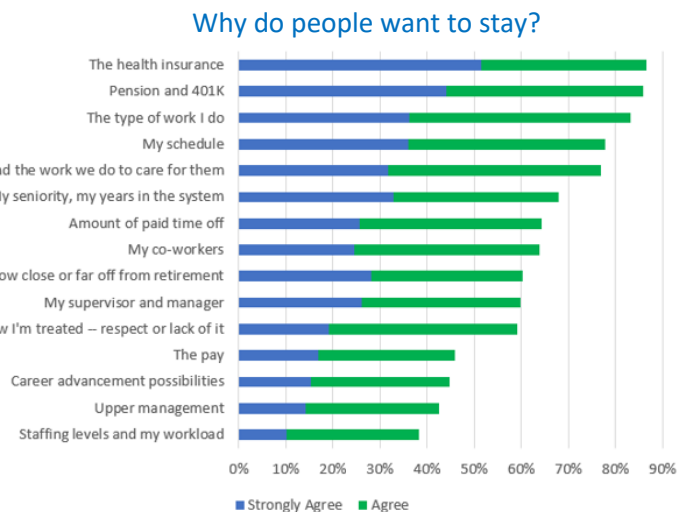
High Priority: Hold onto Great Benefits

Health insurance and pension are highest on SHARE members' list of why they stay at UMass Memorial, even for young members. Holding onto these benefits is crucial for contract negotiations. 87% are very satisfied or satisfied with their health insurance, and 79% say UMass Memorial's benefits overall are better than other local employers. The 54% of SHARE members who use the UMass Memorial prescription centers are even happier - 96% give positive responses.

What are SHARE members are saying?

"Excuse my language, but the medical insurance plan is top-notch and kick-ass. I am very happy with it."

"They are the most comprehensive benefits I have ever received in my many years of work. I'm super happy about the pension, that's pretty unheard of now."



Among SHARE members who answered No about considering leaving.
Question is phrased: "The health insurance makes me want to stay at UMass Memorial."

"I feel like the pension is crucial -- not a lot of places offer it, and it's a huge perk of working here."

"The amazing costs, which is the same for a 90-day prescription, is one of the best benefits we have here at UMass."

Retiree Health: Could Great Benefits Get Even Better?

More than half of SHARE members say that they may have to work longer than they'd like to, in order to keep their health insurance. And 63% say they wish that UMass Memorial helped with the cost of healthcare after retirement. Could we work together to help retired SHARE members with affording healthcare, perhaps with the new UMass Advantage plan?

Career Opportunities for SHARE Members: So Much Potential

While 44% of SHARE members say that they stay at UMass Memorial for career opportunities, that number could be so much higher. SHARE members are eager to learn and grow, and the SHARE-UMass Memorial partnership could make those dreams a reality by creating career pathways together.

The SHARE Career Survey shows a long list of jobs and skills that SHARE members would like to learn. Among those at the top of the list of jobs are radiology jobs, registered nurse and LPN, supervisor and coder.

- 62% of SHARE members taking the career survey say yes or maybe they are interested in learning something new for a different job at UMass Memorial.
- Only 27% say they know where to go to get help thinking about their career path. Even fewer, 12%, say they have a mentor at UMass Memorial who helps them think about their future career path.
- 58% of SHARE members who need certification and/or CEUs to stay in their job say that their department does not help with either the time or cost.

What are SHARE members are saying about career development?

"I think a lot of employees would love the opportunity to grow in their field. Speaking for myself and working parents, some of us would love to go back to school to grow but don't have the time. Having something like that offered at the hospital would be amazing! UMass would not lose employees because they would grow into new positions within the hospital."

Top Skills and Jobs SHARE Members Want to Learn

Excel	Supervisor or Manager
Lead or Coordinator	Radiology: Ultrasound
Coding	Radiology: Xray
PowerPoint	Radiology
Resume writing	Using Job-Vite
Interviewing	Medical Records
Billing	Scheduling
Medical Terminology	Social Worker
Word	Registered Nurse
Bachelors Degree	LPN
	Medical Office Assistant

Respect and the Daily Experience

When asked what's most important for improving their day-to-day experience at work, SHARE members were most likely to choose respect and how their department treats people. Managers need support and training in how to create work groups where everyone treats each other with kindness and respect. We understand that many managers are overwhelmed right now too, but these comments make it clear how our hospital must improve.

What are SHARE members are saying about respect?

"I don't feel confident in my supervisors or management to confide in them. I've tried, and I don't feel heard.... I get that everyone is busy with transitions and projects but isn't their first job to be our supervisor/manager?"

"The lack of respect from patients and staff. I've heard some pretty ugly things coming out of patients and staff with no consequences. Being a PCA we all feel like an overworked mule and our feelings don't matter because we are 'just PCAs'."

"There's a massive lack of understanding and communication within my department. My boss doesn't like to hear complaints and manages the clinic with a "do what I say because I said to do it" attitude and there's very little room for respectful conversation."

"Being appreciated for the work we do well and not just sent emails for what needs improvement."

"Management is too busy with more urgent things to even have time to assess what's happening in our department. We are left to manage ourselves with no supervision. If I didn't stick my head in management's office to say hello, I wouldn't hear from them in days/weeks. We only hear from management when we get complaints. There is so much potential here to have a happy productive work environment, but every suggestion is met with the same responses, and nothing changes. I understand that as a PCA2/MA that my job is not as important as a NP or DR, but I play a vital role and deserve to be managed appropriately and not have to fend for myself."

Respect and Unit-Based Teams

SHARE and UMass Memorial are working together to change how it feels to come to work for SHARE members by creating Unit-Based Teams. By the end of September 2022, 50 teams will be up and running. UBTs are co-led by a SHARE member and a manager, and they empower SHARE members to be heard - that's how UBTs increase the respect that SHARE members feel in the day-to-day.

What are SHARE members saying?

"We've always had ideas, and we've usually been able to figure out what the problem is, but we would have a hard time figuring out how to solve them. We would resort to putting a band-aid on top of a band-aid until some change down the line would just blow all our band-aids off and we would be forced to start from square one. ... [The UBT] has really helped us in our project to update our process documents."

"There's a good open line of communication, it makes it easy to get stuff done. We can bring our problems and concerns and feel confident that it will at least get addressed. Even if it's not perfect there will be an effort made."

Memorial Partnership Office has the resources to continue to spread UBTs. Together we can make UMass Memorial the best place to give care -- only then can it be the best place to get care.



Respect and how SHARE members are treated are a high priority. The 2020 engagement survey showed that UBTs make a difference. In the 2022 SHARE-UMass Memorial contract negotiations, we must ensure that the SHARE-UMass

SHARE Members Like Working from Home

About 500 SHARE members work from home. Schedulers, billers and the new Patient Access Center are the biggest groups. While there are concerns, we should address about work from home, the SHARE contract surveys make clear that overall the change to working from home is very successful.

- 89% of those working from home agree that working from home makes them want to stay at UMass Memorial.
- The SHARE members working from home members are more positive than other SHARE members on a whole range of topics in the surveys.

What are SHARE members are saying about working from home?

"Having the ability to work from home has made an incredibly positive impact on my work and home life. Not only am I able to perform my job at a higher level, but I am also able to spend less time commuting to/from work and spend more with my family. My children now do not have to spend the extra time at before and after school programs, they can simply take the bus home."

More Issues that are Important to SHARE Members

Agreeing to a new Juneteenth holiday, increasing the call pay, making the 401K opt-out instead of opt-in, looking at PCA patient assignments, the discipline process, retro stipend, and what states work from home staff can be hired from - these are some of the smaller issues SHARE wants to discuss in negotiations.

Moving Forward

Thank you to the thousands of SHARE members who took the time to share your opinions! Your responses and thoughtful comments are an important part of our ongoing conversation about SHARE members' priorities and what we care about for contract negotiations.

As we begin negotiations in the coming months, there will be many opportunities for SHARE members to give more feedback, at SHARE information meetings and in talking one-on-one with the SHARE Negotiating Team.



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