

June 29, 2010

Dear Colleague:

Children's Hospitals and Clinics of Minnesota was notified by the Minnesota Nurses Association (MNA) union of their intent to strike beginning at 7 a.m. on Tuesday, July 6. Unlike the June 10 one-day strike, this will be an open-ended strike.

### **Contingency plan**

Children's is committed to reaching an agreement with MNA prior to July 6, and we must also be ready to ensure safe, high-quality care for our patients in the event of a nursing strike. We have an updated contingency plan in place by which we will continue to provide safe, high-quality care to patients and their families. This contingency plan was designed in collaboration with medical directors, professional staff leadership, patient care managers and support staff.

We have carefully developed our staffing plan, including the addition of replacement registered nurses--who are experienced, well prepared, and specially trained and have undergone a detailed and thorough orientation to Children's. And as always, we will adhere to our standard of 24-hour on-site coverage by intensivists, neonatologists, ED physicians and hospitalists.

### **Hospital services**

We intend to modify operations with daily evaluations and adjustments as needed. Our goal is to minimize disruption for patients and their families and professional staff. Throughout each day, a clinical team will assess scheduling, bed capacity, and patient flow. This team will include assigned chief medical and surgical officers, administrator, and patient care director.

- Patients may need to be transferred between campuses and/or to other hospitals to best meet their needs.
- Emergency services at Children's - Minneapolis and Children's - St. Paul will remain operational.
- Children's surgical team remains prepared for emergent cases at both hospitals. Our plan is to reduce the surgery schedule the first day of the strike. Going beyond the first day we will continually evaluate resources to maximize surgery capacity and utilization. This will be done for both elective surgical cases and cases requiring inpatient care.
- In order to minimize the inconvenience of patients and families, during a nursing strike and extending for 30-days after the strike ends, Children's will accept an H&P performed within thirty (30) days prior to the procedure for any patient whose procedure is rescheduled due to the strike. This time frame is still well within the limits created by CMS and the Joint Commission.
- Some units will be closed or consolidated to efficiently deliver care.

### **Outpatient services**

Ambulatory clinics at Children's - Minneapolis and Children's - St. Paul, including specialty clinics, will remain open.

Children's - Minnetonka is non-contract site and available for outpatient surgery. Services at Children's - Minnetonka, Children's - Roseville, and Children's - Woodwinds and Children's - Maple Grove will continue to function at full capacity.

**Admitting a patient**

Please call in advance before sending a patient to the hospital for admission.

Children's Physician Access, (Twin Cities metro area: 612-343-2121 or toll free: 866-755-2121) will be fully staffed to assist with admissions, consultations and other connections.

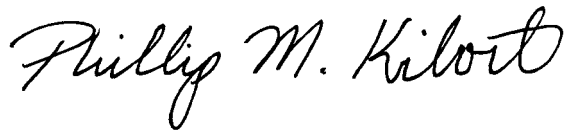
As always, Children's will serve as a resource for finding inpatient services elsewhere if we do not have a bed available.

**Information for families**

Please help us reassure children and their families that they are our top priority. We have set up a telephone information line. That number is 612-813-2022; it is available 24 hours. In addition, families can visit our website at [www.childrensmn.org](http://www.childrensmn.org)

| For additional information you may refer to our [Physicians' Q & A](#) or to address specific questions, please feel free to call either of us.

Sincerely,



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