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## **“Breaking the Silence” Bulletin #10**

### **Management and Union telling different stories**

Management tells us members are stuck in the wilds of a deep forest, struggling to find their way out and guess what? From their vantage point, you are about to break out of the CMS jungle. The union is not so sure.

Earlier this week, CEU President, Sandra Wright, spoke with a group of members. “A Case Manager told me she spends most of her time doing claims administration, just feeding information into the system, and very little time doing claims management, actually talking to real people to advance the claim,” says Wright.

Over the next several weeks, committee and executive members will hold impromptu meetings and telephone discussions with stewards and members. Our recent area office meetings were well attended, and we need to ensure we have an ongoing dialogue with members so we get a clear picture on reality.

We will keep bringing your issues to management. We all acknowledge things take longer under CMS, and the union plans to keep talking about staffing models, workflow expectations and standards. We will also talk about training.

“Our objective is to make sure our members have a voice. If management tells us everything is better and our members agree, then that’s great. But, if our members tell us things are not OK, then we will make sure management responds to our members’ needs,” says Wright.

Meanwhile, Scott McCloy, WCB Communications Director, was quoted in the *Vancouver Sun* saying, “We think we will reduce the gap in payments this month and expect to be all caught up by August.” Is that possible? We are not sure.

We are told Health Care Payments have a queue nearing 100,000. Our members tell us it simply is not possible to be caught up by August. Members in Health Care Payments, like members in claims, are frustrated because they cannot deliver the level of service stakeholders deserve.

In June, the CEU asked the Auditor General to investigate issues surrounding CMS. So far, we have not heard anything from that office. Part of our original submission contained information from the membership. We have followed up on that submission with further documentation – information supplied by you.

We encourage you to speak to the executive and committee members during the coming weeks so we can take your issues to management – make sure your voices are heard.

