



February 28, 2023

Chair Nosse, Vice Chairs Goodwin and Nelson and members of the committee,

My name is Megan Mayes and I am a patient access representative for Kaiser Permanente at the Westside Hospital. I am here in support of House Bill 2697 because I see how staffing issues are impacting patient care and the staff that I work side by side with in our hospital. When I work in the Emergency Department I am one of the first people that a patient might see, and when there isn't enough staff to take care of them it will often fall to folks like me to do our best to put that at ease while we work hard to get them cared for.

I started working for Kaiser over 17 years ago because I felt like a good job in health care was an excellent way to help take care of people, while also earning a living wage with excellent benefits. Over the years we never had trouble recruiting for positions, but lately it seems like folks are worried about the working conditions and reluctant to apply.

When I work in the Emergency Department, I see how understaffing in environmental services delays the ability of patients to be seen. When there aren't adequate dietary workers, we see our cafeterias closed, patient meal options limited and despite our best-efforts food served cold.

Legislation like House Bill 2697 will give workers in service, technical and professional units a stronger voice in staffing plans. We will also gain new tools to ensure that our facilities are following those plans in order to best provide the type of care that our patients deserve.

Please join those health care workers like me who desperately want to see patients' needs met in supporting House Bill 2697.

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