

Brackbill, Robert

From: pearlreapaf@comcast.net
Sent: Monday, June 04, 2012 4:09 PM
To: Brackbill, Robert
Subject: Fwd: Responses to Hghmark and WPAHS Comments

Bob,

I submitted the inquiry below and forgot to put the number in that this refers to. The number of the original document is 0627. It deals with the surveys conducted at Highmark and West Penn/Allegheny. My response is my input and opinion on the concept.

Thank you and have a great day,

Peg Bittner
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 South Park PA 15129
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a person makes a title, a title does not make a person, I respect a person

----- Forwarded Message -----

From: pearlreapaf@comcast.net
To: cbybee@state.pa.us
Sent: Wed, 30 May 2012 01:27:50 -0000 (UTC)
Subject: Responses to Hghmark and WPAHS Comments

Good Morning,

After reading the public record the employees of both Highmark and West Penn Allegheny Health System approve the merging of the two organizations, based on previous experience polls with Highmark I would like to the details on how these surveys were conducted.

Just a few years ago when the search for the best place to work in Pittsburgh was going on, the survey within Highmark was restricted to certain areas where management would be guaranteed a positive response. There were entire divisions that were not included in the survey. When questioned on how it was calculated at the time, The people in charge became very defensive and later it was determined only approximately 2% of the entire Highmark workforce was polled.

So it would be helpful and interesting what was the percentage of the employees were polled at Highmark regarding the transaction. Keeping in mind that the company just completed a massive outsourcing of jobs to India, have some areas working 60 hour weeks with no end in sight, and have brought some of the India jobs back but have not called back any of the experienced employees that were layed off. College Interns and all the extended hours were imposed instead.

Thank you

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