

# Tim Murray

[www.timmurray.org](http://www.timmurray.org)

**Lieutenant Governor**

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Mr. Lawrence S. Bacow  
President  
Tufts University  
Ballou Hall, 2nd Floor  
Medford, MA 02155

Dear President Bacow:

I was recently contacted by the leadership of the State Healthcare and Research Employees Union (SHARE) concerning their efforts to organize a segment of employees at Tufts University. In particular, they asked me to share with you my perspective on how SHARE has interacted with the UMass/Memorial management team, community and consumers in Worcester. As you may be aware, I served as a Worcester City Councilor from 1998 to 2001 and as Mayor from 2002 to 2007 and continue to reside in Worcester.

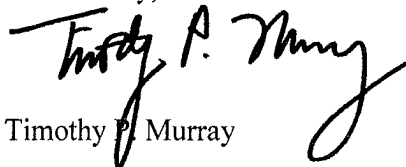
First, I know from conversations with UMass Memorial CEO, John O'Brien, and his leadership team that SHARE and its members have been true partners with management in promoting patient satisfaction initiatives that aim to enhance the delivery and quality of patient care throughout the UMass/Memorial health care system. This collaborative approach between labor and management focused on improving patient care and quality has been recognized as a national model. Moreover, contract negotiations between UMass and SHARE have been resolved amicably during John O'Brien's tenure.

Secondly, SHARE has been active in community affairs on a variety of fronts with active participation in the Annual Walk for Cancer hosted by UMass, which has raised over \$1 million annually for cancer research at the University of Massachusetts.

Lastly, as a consumer of services at UMass/Memorial where my two young daughters receive their medical care, I can attest to the quality, professionalism and empathetic manner in which the SHARE employees conduct themselves in the delivery of care and in dealing with the public.

I hope this information is helpful as you deliberate on your current and future relationships with the Tufts Employee Association.

Yours Truly,



Timothy P. Murray

CC: Kris Rondeau