

# H↑GH NOTE CONSULTING

Testimony for SB 720  
**Safe Staffing Act of 2025**  
Before the Senate Finance Committee  
March 4, 2025  
Position: **FAV**

Dear Chair Beidle and Members of the Committee:

My name is Michael Dalto and I am President of a small human service consulting business in Maryland.

My customers include many Marylanders with disabilities who must regularly receive hospital services. I hear reports of their receiving inadequate treatment due to insufficient hospital staffing levels.

I also have a son who is employed as a Certified Nursing Assistant (CNA). My son regularly reports to me the impact of high patient-to-CNA ratios on the quality of care for patients and on the stress, health and morale of my son and his coworkers. Not surprisingly, high ratios correlate with substandard care and poor health outcomes for patients, and declines in health and morale of health care workers. Workers who deliver direct care to patients obviously understand better than anyone else the impact of their working conditions on their lives and the lives of their patients. The Safe Staffing Act of 2025 recognizes that direct care workers should have a major voice in recommending staffing levels that meet the needs of patients and help retain workers.

I urge you to issue a favorable report on SB 720. Thank you.

Sincerely,

Michael Dalto, President  
High Note Consulting, LLC