

– Article __ : AI and Technology – AGREED 8-22-2025 2:54PM

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Kaiser Permanente and the Alliance of Health Care Unions recognize that AI and evolving technologies are transforming healthcare. We are committed to the use of AI and technology to improve health outcomes and the patient, member, and employee experience. Working in partnership, we strive to ensure that new technology serves our patients, members, employees and the organization. KP and the Alliance are committed to timely communication to the workforce about new technology that impacts employees' roles and workflows.

The parties agree to the following:

Relational care:

Compassion, communication, human touch and relational care are essential to delivering high-quality healthcare. AI and technology are tools to improve patient centered care, outcomes and employee work experience. AI and technology shall harness the expertise of frontline workers, and complement clinical judgment and professional practice with human evaluation and the ability to intervene, as appropriate.

Employee voice:

The employee voice is essential to the successful adoption of new technology. Through the agreed-upon Alliance-KP Taskforce on Technology and Artificial Intelligence and UBT structures, employee input will be incorporated into the AI and technology lifecycle, which may include but is not limited to: problem identification and solution design to implementation, education, training, evaluation, and communication.

Ethical use of AI and Technology:

To ensure the ethical, safe and principled deployment of technology, it is essential to avoid discrimination, bias, or inequity, and to uphold transparency and accountability. The implementation of AI and technology shall reflect partnership values. (Will move words - hiring, performance evaluation and corrective action - as topics that may be addressed as a topic for the Technology and AI taskforce).

The employer will inform the union, per local practice, of any new AI technology that will be implemented for monitoring productivity and/or performance. Disputes under this paragraph shall be resolved exclusively pursuant to the applicable local collective bargaining agreement(s), and shall not be subject to any dispute mechanisms under this National Agreement.

KP and the Alliance of Healthcare Unions have previously agreed to guidance that addresses the impacts of AI and Technology on employees, e.g., Union Security

(Section 1.K.5 of this agreement), the Employment Income Security Agreement, and Workforce Planning and Development (Section 1.D of this agreement).

The parties have agreed to create and utilize a taskforce on technology and artificial intelligence and the UBT structure to capture the employee voice and expertise. We reiterate our commitment to the use of AI and technology to improve health outcomes and the patient, member, and employee experience.

Alliance-KP Taskforce on Technology and Artificial Intelligence

I. Timeline

The parties will establish the Alliance-KP Taskforce on Technology and Artificial Intelligence within 120 days of ratification.

II. Task Force Objectives

- **Share** information about planned innovation, technology, and artificial intelligence rollouts
- **Learn** together about how technology and artificial intelligence are impacting KP and healthcare more broadly
- **Guide** communication, education, and training related to technology and artificial intelligence

III. Task Force Elements

A. Scope

- Share and discuss National initiatives related to technology and artificial intelligence (defined as initiatives impacting two or more Markets)
 - The task force may agree to review other significant large-scale initiatives brought forward by either party
- Partner to support and discuss rollouts and trouble-shoot implementation on National initiatives
- Discuss current technology utilization and prospective technology adoptions
- Support a communications strategy to inform Labor and Management around the value of partnering on technology
- Identify education and training needs for the workforce

- Hold strategic discussion about potential future innovation and technology adoption
- Serve as a working body, not think tank or discussion forum, that works with (does not replace) existing forums/groups
- Discuss and bring in resources and subject matter experts, including:
 - from academia, for training, feedback and evaluation
 - resources in support of this technology and AI work
 - experts in regulatory and legislative affairs
- Provide a forum for early engagement to make recommendations for effective development, implementation, communications, and/or training
- Discuss topics of importance or concern to either Labor or Management related to technology and Artificial Intelligence, which may include hiring, performance evaluation and corrective action.
- Discussion at the Task Force does not supplant local engagement (impact notification and bargaining)
- Develop recommendations to educate on the importance of partnership in AI & Technology throughout the enterprise
- Make recommendations for effective market level structures based on escalations from a market

B. Membership

- 10 members (5 labor and 5 management), with appropriate participation of additional attendees/invitees.
- Intent is for core membership to include senior leadership from labor and operations, executive leadership with experience in technology (including but not limited to artificial intelligence), innovation, operations, learning

IV. Deliverables

A. Identify and Recommend Training Needs

- Providing input on training needs, including but not limited to:
 - gaps in training needs
 - skills as a whole
 - training for particular pieces of technology associated with a technology rollout
- The task force would not create the training plans but could provide guidance for training needs to the people/departments that are creating the training plans

B. Be a Connective Hub for Technology and AI Topics

- Make connections between entities related to innovation, technology, and AI readiness (i.e. Ben Hudnall, Enterprise Learning, LMP Learning, etc.) in order to identify gaps, reduce overlap, identify and leverage existing programs

C. Workforce Communications

- Informing, coordinating, and/or advising on a communication strategy regarding technology and AI
- Provide content and guidance to LMP Communications and KP National Communications to distribute information to the workforce through various communication channels

V. Expected Outcomes

- Increased communication and collaboration related to innovation, technology, and artificial intelligence
- Successful, accelerated, and sustainable implementation of technology and artificial intelligence solutions
- Promote workforce engagement in development, adoption, and rollout of AI and Technology for improved patient care, efficient operations, and improved work experience.
- Engaged and future-ready workforce adept at innovation and technology adoption.
- Recommendations related to development, implementation, communications, training, and/or improved work experience.

VI. Evaluation and Continuous Improvement

- Taskforce will develop methods for ongoing assessment of proposal effectiveness
- Taskforce will develop plans for adapting and refining the approach based on results

Enhancing the Unit-Based Team Structure to Amplify Frontline Worker Voice and Drive Innovation

Leveraging Existing Teams for Innovation and Service Excellence

I. Proposal Objectives

- **Empower** frontline workers to contribute directly to innovative solutioning
- **Enhance** support mechanisms for innovation within UBTs
- **Establish** a clear pathway for innovative ideas to scale across business units and bi-directional communication.

II. Strategic Focus Areas and Implementation Plan

A. Employee Education and Communications

- Ensure inclusion of national innovation training into core UBT training series (Path to Performance) and implement initial and ongoing training initiatives.
- The LMP Council KP and Alliance Members will ensure there are methods and best practices to highlight innovation success stories and lessons learned.
- The LMP Council KP and Alliance Members will evaluate communication channels to ensure timely, transparent information flow in regards to innovation between UBTs, co-leads and sponsors, and local and/or regional LMP councils.

B. Designation of Market Responsibilities

- The local and/or regional LMP Council KP and Alliance Members will designate responsibility to implement these provisions of the KP-Alliance National Agreement for the following no later than April 1, 2026.
 - Provide tools and templates to guide role execution in supporting frontline driven innovation

- Develop mentorship and support systems to build capacity and confidence in the roles supporting innovation initiatives
- Responsibility to review and report innovation UBT projects and ideas
- Dissemination of National and Regional updates and initiatives
- Coordinate success story strategy

C. UBT Tracker Improvements

Business Requirement Considerations:

- Ability to identify UBT tech innovation opportunities
 - (e.g. capture ideas and not just sponsored projects in the tracker)
- Ability to pull insights on tech innovation opportunities, trends, progress within each region and across the program
- Ability to see real-time data, visualizations (e.g., dashboard)

III. Expected Outcomes

- Increased engagement and empowerment of frontline staff
- Accelerated identification and scaling of innovative solutions
- Improved service delivery and operational efficiencies