

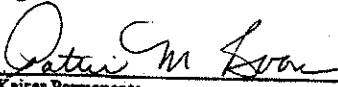
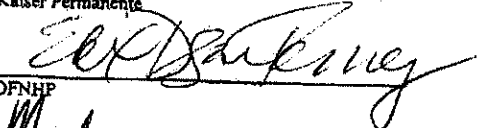
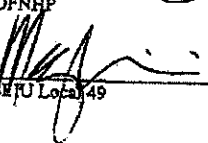
Letter of Agreement
Between
SEIU, OFNHP, and KPNW
Quality Assurance Silent Monitoring or Taping
Outpatient Registered Nurses and LPNs

The purpose of silent monitoring is to ensure patient safety, provide a consistent advice service experience for our patients, protection of the nurses' license and act as a training tool to assist the nurses in refining their skills.

No employee shall be placed on a correction action as a result of the Silent Monitoring Phone System except for fraud, violation of HIPPA / Kaiser Permanente Compliance regulations, member abuse, unsafe work practice, failure to follow Ambulatory Care nurse advice protocols, or when reasonable training efforts have not resulted in acceptable work performance. Any employee who faces a possible corrective action would go through a thorough discovery process where The Seven Tests of Just Cause would be assessed.

The Coalition and Employer will form a KPNW Oversight Steering Committee for Quality Assurance by the end of Q3 2011. The members of this committee will use IBPS and Consensus Decision Making per the National Agreement to address any quality or training issues that have been elevated by frontline RN and LPN staff, clinicians or managers to this committee. This committee will consist of at least as many labor representatives as manager representatives, per the National Agreement.

Agreed:

 Kaiser Permanente	<u>12/27/2011</u> Date
 OFNHP	<u>12/21/2011</u> Date
 SEIU Local 49	<u>12/5/11</u> Date