

KP RESPONSE TO MEDIATOR SUPPOSAL

Management Response 12/19

"The intent of the parties is that the process described in this agreement will supersede all prior agreements regarding templates or modifications to templates going forward. Existing templates will remain in place effect until modified using this process. Those include but are not limited to:

~~Sunset All Existing Template Agreements for the OFNHP Professional Bargaining Unit, including but not limited to:~~

- Letter of Agreement: Speech Pathology Scheduling, KPNW, and OFNHP Local 5017, Revised 10.31.12
- Letter of Understanding between OFNHP and Kaiser Foundation Health Plan Regarding Scheduling Templates in the Outpatient and Occupational Therapy Departments, November 2023
- Mental Health LOU Generalist LOU, April 2024

Updated Language

Template Changes:

Upon written request by either the Employer or the Union to modify a template, the Employer and the Union shall engage in a collaborative process prior to implementing any future template changes.

The process may include using existing UBT teams, or a team representing the group of no more than two (2) management and two (2) labor representatives selected by labor. By mutual agreement, additional subject matter experts may also participate but their participation cannot delay scheduling of meetings. These discussions and input around templates should be held at the lowest applicable level.

The following can be considered or addressed when modifying templates, but not limited to:

- i. Census
- ii. Complexity of specialties / caseloads
- iii. Access
- iv. Affordability
- v. Type of patient care
- vi. UBT goals related to access, or scheduling, or patient satisfaction.
- vii. Quality metrics
- viii. Appointment completion or schedule rates
- ix. Days wait between treatment
- x. Length of service

- xi. National standards and professional guidelines
- xii. Documentation and coordination requirements

The Parties will complete this process within thirty (30) calendar days of the first meeting unless extended by mutual written agreement. The work will be completed in a reasonable amount of time (meeting frequency and duration). The Labor Representatives should be released from their schedules to participate in the meetings. If the Parties do not reach agreement on a new template within this new timeframe, the right to implement a new or modified template rests solely with the Employer.

If grieved, an arbitrator's decision shall be confined solely to the application of the process outlined above and may not modify or reverse template changes implemented by the Employer.

No sooner than 9 months after implementation, if the Employer has reason to believe this process is not being used in good faith by the Union, it will contact the Union and share its concerns. If the Employer's concerns remain unaddressed, the Employer has the right to suspend this collaborative process and retains its rights under law.

The Employer may defer or decline requests to participate in the process when submission volumes exceed operational capacity or when if the Union submits an excessive number of requests to modify a specific workgroup's template; the Employer retains its rights under the law.