

March 5, 2010

Mr. Guy Marx
Oregon Federation of Nurses and Health Professionals
2045 S.E. Ankeny Street
Portland, Oregon 97214

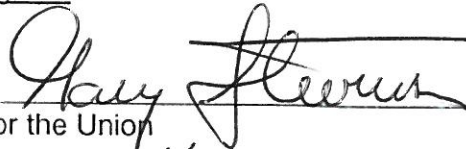
Re: LOU – QA Silent Monitoring

Dear Mr. Marx:

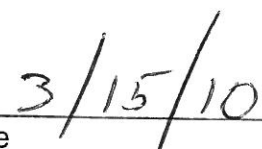
No employee shall be placed in Corrective Action as a result of the Silent Monitoring Phone System except for fraud, violation of HIPAA/Kaiser Permanente Compliance regulations, member abuse, unsafe work practice, failure to follow accurate Regional PAS Guidelines or when reasonable training efforts have not resulted in acceptable work performance.

The Coalition and Employer will form a Quality Training Task Force as soon as practicable and mutually develop a QA process for RNs, RTMC and PAS staff using IBPS, and Consensus Decision Making per the National Agreement with completion by March 15, 2010.

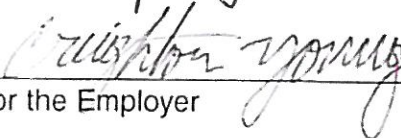
Agreed:



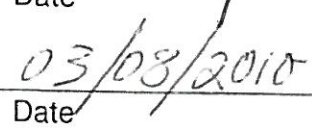
For the Union



Date



For the Employer



Date