**Intended Audience:** Frontline workers, physicians and managers

**Best Used:** Customize this article template with quotes from local leaders and publish it in your print newsletter and post on your website to help promote the 20th anniversary of the Labor Management Partnership.Can be used alone or with the regional Fast Facts.

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**Headline**: Join Us in Celebrating 20 Years of Partnership

This fall marks 20 years of partnership between Kaiser Permanente and the Coalition of Kaiser Permanente Unions. The largest and longest-standing partnership in the United States has resulted in lasting improvements for the organization, a better way to work, and a better way to deliver care.

Our Labor Management Partnership is a company-wide strategy in which frontline workers, managers and doctors have made a joint commitment to:

• deliver high quality care and service to KP members and patients

• continuously improve performance

• involve unions and workers in decision-making at all levels of the organization

• make KP more affordable

• preserve and improve upon industry-leading wages and benefits

The national agreement that guides the partnership goes beyond providing industry-leading wages and benefits to include specifics that ensure frontline workers, managers and physicians work together to improve their departments through unit-based teams.

“We believe the people who do the job every day offer some of the best solutions to improve quality, service and affordability for Kaiser Permanente’s members and patients,” says [jnsert name of regional KP/Coalition/Med Group leader here]. “From our team members who answer the phones, to our nurses, couriers and managers, partnership guides much of our work at KP.”

Our Labor Management Partnership has delivered measurable results for our members and patients. Thanks to data we’ve collected, we know our top-performing teams have achieved marked improvement in patients’ overall hospital satisfaction, in the regions where KP owns hospitals. These teams also improve working conditions, resulting in fewer workplace injuries and fewer lost work days.

Here in the \_\_\_\_\_\_\_\_\_\_\_ region, \_\_ coalition unions represent \_\_\_\_\_\_ employees. The partnership also serves as a road map and a resource for tools and training to improve our work. “Nationally, KP has over 3,500 self-directed teams and here in \_\_\_\_\_\_ we have \_\_\_. We credit the team structure and our partnership for [insert 1-3 local achievements here].”

“We always ask,” says [insert name of KP/Coalition/Med Group leader here], “‘what   
more can we do to deliver the best possible care and to make this the absolute best place to work?’”

For more information about our Labor Management Partnership, visit **LMPartnership.org** and download our 20th anniversary toolkit, filled with information, resources and tools.

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