

Creating a CULTURE OF LEARNING



Brandi Rodeman knew she needed a career change.

"My kids are getting older and I wanted to go back to school," said Rodeman, an outpatient pharmacy assistant in Downey for 11 years and a member of UFCW Local 324. "I wanted to do something more with my life."

Rodeman met with career counselor Michele DeRosa and they surveyed her choices, selected 10 and narrowed it down to respiratory therapy, ultrasound and X-ray technician in that order.

DeRosa suggested Rodeman meet with a head of respiratory therapy, to see firsthand what the job entailed. During this visit, Rodeman discovered the job was not for her.

"I have a needle problem and I learned respiratory therapists have to draw arterial blood," she said. "That is something I never would have thought they had to do. I was almost stuck doing something that would have been very difficult for me."

Now Rodeman intends to study ultrasound. She is applying for tuition reimbursement, another Kaiser Permanente workforce development resource, to support her continuing education.

"(Career counseling) was perfect," said Rodeman. "My career counselor gave me a future. I recommend it to everybody I know."

When they negotiated the 2005 National Agreement, Kaiser Permanente and Union Coalition leaders envisioned a comprehensive workforce development program that would extend retention and expand employee satisfaction, fill critical vacancies, improve quality and service and strengthen our Labor Management Partnership. They considered workforce development a top priority and committed Kaiser Permanente to a culture that valued and invested in lifelong learning, enhanced career opportunities and internal promotions.



AT KAISER PERMANENTE, we're committed to providing quality care to all of our members. We achieve that with a dedicated, skilled, talented, committed and wonderfully diverse workforce. The talent and innovation that come from our people is unparalleled. Our commitment to fostering career growth and developing our workforce is a reflection of our passion for providing the best possible service to our members. The better our people, the better our services will be. That's why we offer a wide range of career development opportunities. So if you are a member of our Kaiser Permanente team, please take advantage of these great programs and both be well and do good.

George C. Halvorson, chairman and CEO, Kaiser Permanente

National Workforce Development Team
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"The educational, financial and career counseling services accessible through KP's workforce development program help our employees deliver the best quality health care. That gives KP a competitive edge in this very difficult health care market."

Mary Ann Thode, senior vice president
Office of Labor Management Partnership

ADVENTURES IN
possibility



WORKFORCE DEVELOPMENT

ADVENTURES IN
possibility

Developing YOUR CAREER



Over-the-phone and in-person individual career counseling is available in all regions for members of the Union Coalition either through the SEIU UHW-West and Joint Employer Education Fund or through the Ben Hudnall Memorial Trust. You'll find experienced counselors who will identify and assess your interests and skills. They will help you write resumes and coach you for your interviews. They will advise you on a career plan that eliminates hurdles and takes advantage of such workforce development resources as financial aid, training and education.

Ask a quick question. Request an appointment with a career counselor on the career planning website. Sign up for a workshop that will orient you to other workforce development resources, help you explore a career path, develop a career plan or alert you to critical positions that may interest you.

▶ Go to www.kp.org/careerplanning for these services and more:

"There is nothing worse than taking all the time to find a new job and realizing, 'oh gosh, I hate this.' That is a waste of a lot of time and I have known people who've had that happen."

Marilyn Jaimes, UFCW Local 555 imaging assistant, Regional Call Center, Portland

STIPENDS approved through an application process will replace some of your lost income if you reduce your hours to participate in an approved training or education program.

TUITION REIMBURSEMENT by local and region for full- and part-time employees.

EDUCATION LEAVE for continuing education activities is available for eligible employees.

STUDENT FINANCIAL AID, including stipends and other forms of financial aid from Kaiser Permanente and local schools, colleges and universities.

SCHOLARSHIPS from international unions, Kaiser Permanente programs, nursing and health care associations.

INTERNSHIPS for all Kaiser Permanente employees that include one-on-one mentoring and clinical experience.

DISTANCE AND ON-LINE LEARNING RESOURCES such as KP Learn and Nursing Pathways.

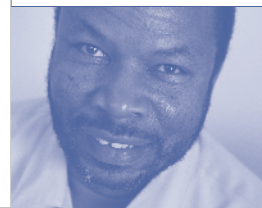
If you are a member of SEIU, contact <http://www.seiu-uhweduc.org> or <http://kp.org/careerplanning> or call 888.872.4606 for more information.

If you are a member of OPEIU, UFCW, UNAC/UHCP-AFSCME, KPNAA, Teamsters, Steelworkers, ILWU, OFNHP-AFT, IFPTE or UAN, contact <http://kp.org/careerplanning> or <http://www.benhudnallmemorialtrust.org> or call 800.216.4517 for more information.

Planning for THE FUTURE

The Kaiser Permanente workforce development program offers services that align future trends in the health care industry with workforce needs, training and education.

The Workforce Dashboard, for example, is the first centralized database that contains comprehensive demographic and recruitment information about Kaiser Permanente employees.



"The workforce planning and development program the unions negotiated in the National Agreement is a win-win proposition for Union Coalition

members and Kaiser Permanente. It offers opportunities and career mobility for coalition union members. At UHW, we have long valued and supported training and education programs that benefit UHW members and the healthcare industry."

Will Clayton, administrative vice president, SEIU UHW-West

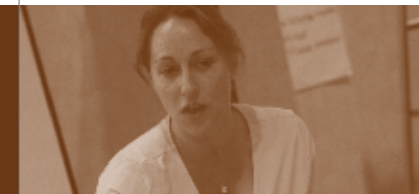
"Workforce development provides KP employees a better future by helping them advance in their careers. It also gives them some protection when new technologies change the nature of their work."

John August, executive director Coalition of Kaiser Permanente Unions

The workforce development programs in each region identify in-demand, critical positions. You can find out what's involved in the work, the necessary education, work experience, licensure and certification requirements and check into the hourly pay.

Find out about different ways to climb your career ladder, such as internships, mentorships, cross training and on-the-job training. Check into basic courses and prerequisites to help you get your career started. Discover how you can access such additional support as tutoring and test preparation at the LMP career planning website.

Workforce development resources are particularly helpful to workers facing redeployment because of new technology and automation.



"In the past, I don't think, as an organization, we've always had a good focus on education. People have been left on their own to see what's out there. This new program is a good way for people to see the organization is willing to help them advance their careers."

Marianne Giordano, president OPEIU Local 30



"Our workforce development program in Southern California supports affordable, quality care because it helps us figure out where health care careers are headed and what kind of training is needed for the jobs of the future. The program also provides support like stipends, tuition reimbursement and career counseling. What a substantial resource for all of us!"

Benjamin Chu, MD, president SCA Health Plan

Education Trusts Finance WORKFORCE DEVELOPMENT

Two trusts negotiated by Kaiser Permanente and the Coalition of Kaiser Permanente Unions into the 2005 National Agreement finance workforce development programs for all members of the Union Coalition. Each trust is governed by a board composed of equal numbers of union and management trustees.

The SEIU UHW-West and Joint Employer Education Fund offers educational and training opportunities to all SEIU members employed by Kaiser Permanente in California, Colorado, Oregon and Washington.

The Ben Hudnall Memorial Trust, named after a prominent Union Coalition negotiator and activist, provides workforce development services for all members of the UFCW, OPEIU, UNAC/UHCP-AFSCME, OFNHP-AFT, ILWU, IFPTE, Steelworkers, KPNAA, Teamsters, Ohio Nurses Association and the Oregon Nurses Association employed by Kaiser Permanente.

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If you are a member of OPEIU, UFCW, UNAC/UHCP-AFSCME, KPNAA, Teamsters, Steelworkers, ILWU, OFNHP-AFT, IFPTE or UAN, contact <http://kp.org/careerplanning>, <http://www.benhudnallmemorialtrust.org> or call 800.216.4517 for more information.

EDUCATION and Training



"We need more champions on the front lines of health care to deliver the quality care and access our patients deserve. UNAC/UHCP members use the workforce development initiatives we bargained for in our contract to continually improve their skills and increase their knowledge—and our patients are better off for it. The initiatives also create pathways for other Kaiser employees to become RNs, helping to ease the nursing shortage."

Kathy J. Sackman, RN, president, United Nurses Associations of California/Union of Health Care Professionals