

ALLIANCE  
PERFORMANCE  
SHARING  
PROGRAM  
2024



# Service

## Here's Why

- Customer expectations of service are changing, and we are changing to meet those expectations.
- We strive to make sure the experience for each patient and member is convenient, easy, personal and respectful.
- Service and quality care benefits Kaiser Permanente, our workforce and, most of all, our members and patients.

## How to Help



For more ideas and inspiration on service, scan the QR code.



KAISER  
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LABOR MANAGEMENT  
PARTNERSHIP



ALLIANCE  
OF HEALTH CARE UNIONS