MIT findings on Kaiser Permanente's landmark AI agreement



"The first comprehensive effort by a major health care employer and its union partners to integrate worker voice into all phases of AI decision-making."

– MIT Sloan School of Management report describing the agreement reached with Kaiser Permanente and the Alliance of Health Care Unions in 2026

Why this agreement matters

It set a national standard.

MIT's findings confirm what Kaiser Permanente set out to do: Build a model others will follow. Kaiser Permanente is defining responsible AI governance for American health care.

It secured better care for patients.

AI tools built with front-line expertise are more likely to improve care outcomes.

It established real structural protections for employees.

Front-line expertise is formally embedded in AI design and implementation before decisions are made, to help ensure solutions support clinical judgment.

How it works

A national AI task force

A task force of 5 labor and 5 management members provides strategic oversight and evaluates whether the agreement is working.

With front-line teams driving AI innovation

More than 3,500 teams are empowered to generate AI ideas from the ground up and ensure front-line expertise shapes decisions.

Kaiser Permanente and the Alliance "demonstrated that workers and employers can work together to shape how AI is developed and used in ways that benefit patients, employees, and the organization."

Read the full report.

MIT Sloan School of Management · "Negotiating to Work in Partnership on AI" · July 2026
Kaiser Permanente · Alliance of Health Care Unions

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