

MEMORANDUM OF UNDERSTANDING (MOU)

By and Between: Washington State Nurses Association and EvergreenHealth

Regarding: CAREXM, LLC (“CareXM”)

This Memorandum of Understanding (“MOU”) is entered into between the Union, and EvergreenHealth. Both Employer and the Union recognize the importance of patient care at EvergreenHealth and the value for patients and families to have access to live registered nurses (“RNs”) when calling EvergreenHealth with inquiries. It is agreed that:

1. No Replacement of EvergreenHealth RNs

CareXM RNs will not replace WSNA represented RNs employed by EvergreenHealth.

2. CareXM Answering Service

EvergreenHealth will instruct CareXM RNs (or any answering function coordinated through CAREXM) to be used solely as an answering service to supplement expedited care of patients.

3. No Direct or In-Direct Patient Care by CareXM RNs

CareXM RNs will be directed by EH not to engage in direct or indirect clinical care with EvergreenHealth patients. Including but not limited to; Assessment and triage of patients, advising patients on medication, offering RN visits to patients, and assessing patients on the kind of care they are eligible to receive. Any intended modification to this directive will be subject to notice and opportunity to bargain in accordance with the law.

4. Training of WSNA represented EvergreenHealth RNs

EvergreenHealth RNs utilizing the CareXM platform will be adequately trained on all new platforms for CareXM.

5. Required Equipment

EvergreenHealth will provide all equipment needed for EvergreenHealth RNs to access CareXM platforms.

6. Ongoing Review Through Quarterly Committee

CareXM will be a regular agenda item at the quarterly Conference Committee.

7. Client Data and Data Security

The EvergreenHealth contract with CareXM requires compliance with applicable Washington state laws and regulations, which does not exclude laws governing artificial intelligence.

WSNA reserves the right to bargain over future impacts of CAREXM during the 2025-2027 CBA.

8. Confidentiality and Legal Protection of Data

All EvergreenHealth RN and patient data will be protected as required by applicable law.

Effective Date: 10/8/2026

WASHINGTON STATE NURSES ASSOCIATION

Signed by:

Shea Allen

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Shea Allen

Labor Counsel

10/8/2026

Date

Signed by:

Janet Stewart

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Janet Stewart

WSNA Nurse Representative

9/29/2026

Date

Signed by:

Theresa Blazer

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Theresa Blazer

Local Unit Chairperson

9/29/2026

Date

EVERGREENHEALTH

Signed by:

Jessika Groce

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Jessika Groce

Chief Human Resources Office

9/29/2026

Date

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2025-2027 CBA.