



**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES
NATIONAL VETERANS AFFAIRS COUNCIL #53
Affiliated with the AFL - CIO
Mid-Term Bargaining Committee**

Oscar L. Williams Jr., Chair 2 nd Exec. V-President 29 Lake Street Danville, IL 61832-6101	Bill Wetmore, Member 3 rd Exec. V-President 2319 Alava Court Waldorf, MD 20603	Willie Haywood, Member 6 ^h Dist. Rep., NVAC 17705 Garden Blvd. Cleveland, OH 44128	Jeff Sladek, Member 13 th Dist. Rep., NVAC VAMC 3601 S. 6 th Ave. Tucson, AZ 85723	Stephanie Starks, Member National Rep., NVAC VAMC Philadelphia Philadelphia, PA 19104
--	--	--	---	--

February 24, 2014

Charlene Ehret, Director
James H. Quillen VA Medical Center
Lamont and Sydney Streets
Mountain Home, TN 37684

Subject: VISN 9 – James H. Quillen VAMC PCCM Phone System Pilot (AFGE Local 1687 and AFGE Local 2400)

Dear Ms. Ehret:

In accordance with Article 47, Section 2 C, of the Master Agreement, the National VA Council #53 formally demanding to bargain on the PCCM phone system pilot at James H. Quillen VAMC cited above in VISN 9 within the Department. Ms. Alma L. Lee will be naming the Union's chief negotiator and negotiating team. Please provide the named bargaining team with any information and/or data concerning the cited subject. The negotiations of this matter should normally begin no later than twenty (20) workdays after the Management's chief negotiator in this matter receives our demand to bargain.

Please cease and desist any implementation until the bargaining obligation has been met. The named bargaining team may request a briefing over the cited subject above, before sending any proposals. If you have any questions please contact me at (217) 554-4866.

Sincerely,

Oscar L. Williams, Jr.
Chairperson, Mid-Term Bargaining Committee
2nd Executive Vice President
National VA Council #53

cc: Alma L. Lee, President National VA Council #53
Valorie Reilly, 5th District Representative NVAC

AFGE: Good Government We Are Ready

Williams, Oscar L Jr.

From: Barnette, Jonathan W.
Sent: Monday, February 24, 2014 8:03 AM
To: Williams, Oscar L Jr.
Cc: Hardison, Bryant R.; Sipple, Mary A.; Bennett, Larry; Biaggi-Ayer, Denise; Snyder, Daniel B.; Henderson, John J. (MOU); Lockyer, James R.; Ehret, Charlene (SES); Barnette, Jonathan W.; Hecht, David S. (Mtn- Home)
Subject: Phone Pilot Proposal
Attachments: PCCM PHONE SYSTEM PROPOSAL 01 24 2014.pptx
Importance: High

Mr. Williams,

Management would like to implement a pilot program to test the phones rolling over to other members of the PACT if the MSA/PSA was not available to answer or otherwise engaged with another patient. The rollover would go from the MSA to the LPN to the RN and finally the Physician within the PACT if not answered by one of the previous PACT team members. This pilot program was designed to determine if this process change would improve service and reduce the wait times and dropped calls from our Veterans.

I've attached a PowerPoint describing the proposed pilot. If you have any additional questions please let me know.

V/r
Jon

Jonathan W. Barnette
Assistant Chief, Human Resources
James H. Quillen VA Medical Center
Mountain Home, Tennessee 37684
Phone (423) 926-1171 or Ext: 3480
Fax (423) 979-3540

Received

FEB 24 ENT'D

Nat'l VA Council
Midterm Bargaining Committee

How are we doing? Human Resources values your opinion!
Take our survey: <http://feedback.htm.va.gov/HRQuickCard>

Confidentiality Disclaimer: This e-mail is intended only for the person(s) or entity to which it is addressed, and may contain information that is privileged, confidential, or otherwise protected from disclosure. Dissemination, distribution, or copying of this e-mail or the information herein by anyone other than the intended recipient is prohibited. If you receive this e-mail in error, please notify the sender by reply e-mail, and destroy the original message.