

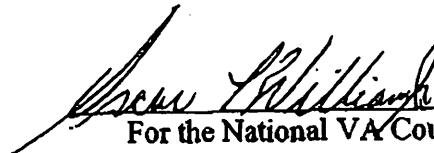
MEMORANDUM OF UNDERSTANDING

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Health Administration (VHA) and the American Federation of Government Employees, AFL-CIO, National Veterans Affairs Council #53 (NVAC) concerning the implementation of Vista monitoring tool for Supervision of VHA Schedulers.

1. The parties understand that the monitoring tool for supervisors described in the January 11, 2008, memorandum from the Deputy Under Secretary for Health Operations and Management to the Network Directors is a scheduler audit plan that requires a sampling of ten (10) appointments made by persons who use the Vista scheduling menu options to create outpatient appointments per year (See attachment).
2. Bargaining unit employees will be provided feedback of their monitoring sampling in compliance with Article 16 – Employee Rights, Section 11, Article 23 – Official Records, Section 4 of the VA/AFGE Master Agreement, dated March 21, 1997, and Article 26 - Performance Appraisal, Section 6 – Communication, dated February 1, 2006.
3. All bargaining unit employees will be provided with information on the Vista monitoring process and the form used by the Department for the recording purpose.
4. The national parties agree that, at this time, only aggregate statistics on schedulers reviewed or schedulers retrained will be rolled up to the Network offices. AFGE will be notified in advance if management decides to send individual statistics to the Network offices. AFGE Locals may request a copy of the information provided and will receive a copy.
5. The appropriate management official shall provide the Local Union President with a copy of this MOU upon their receipt.



For the Department (VHA)



For the National VA Council #53

3-18-08
Date

3-25-08
Date