

Memorandum of Understanding (MOU)
Between
Department of Veterans Affairs
Portland and Vancouver, OR and Boise, ID
VA Medical Centers
American Federation of Government Employees (AFGE)
Local 2157, Local 2583 and Local 1273

The following constitutes an agreement between the Department of Veterans Affairs Portland and Vancouver, OR and Boise, ID VA Medical Center Primary Care Analytics Team (PCAT) and the American Federation of Government Employees (AFGE), AFL-CIO National Veterans Affairs Council #53 (NVAC) Local 2157, Local 2583 and Local 1273 concerning the appropriate arrangements and procedures of the Electronic Health Record (EHR) Modernization on Primary Care Providers (PCP) located at Portland, Vancouver and Boise campuses.

The purpose of the PCAT EHR project is to look at how transitioning from a home-grown EHR (CPRS) to a commercial product (Cerner) and how clinicians spend their time and impact clinic workflow, efficiency, and patients' access to care, and how time is spent after the implementation of Cerner. Particularly, how providers spend their time (administratively vs. face to face tasks).

The following procedures shall apply to AFGE PCP bargaining unit employees to evaluate the appropriate arrangements and procedures of the EMR on clinical efficiency, productivity, and patient access in Primary Care at the locations listed above.

- 1) PCP, Nurse Practitioner, and Physician Assistant bargaining unit employees will be offered the opportunity to participate in observations of clinical encounters using time-motion software to identify time spent on key provider related tasks in the EHR.
- 2) Participation is voluntary.
- 3) Union will be provided a list of participants and a copy of the questionnaire and literature for models.
- 4) This will be a neutral process and will not have an impact on performance.
- 5) There will be only one trained observer.
- 6) Observation will be 4 hours per day.
- 7) Patients will be interviewed prior to being seen by PCP for participation approval.
- 8) PCP will be recorded as "Not observed Time" if patient disapproves participation, during breaks or during lunch.
- 9) No medical information will be recorded.
- 10) This will be a three-part project; Part 1 will begin July 2021 through approximately January 2022.

- 11) There will be no observations conducted during the implementation of Cerner.
- 12) Depending on when Cerner is implemented, Part 2 will start 3- 6 months later and run for 3 to 6 months.
- 13) Expected completion date is Qtr. 3 of FY23.
- 14) The Project Team will provide Union a copy of final results.

Both PCAT Management and the Union reserve the right to reopen bargaining on this MOU by providing a minimum of 30 days advance notice requesting negotiations. The term of this MOU will remain in place until the completion of the project.

APPROVED:

Donald Fowler
 NVAC 11th District Representative
 Chief Negotiator

Donald L Fowler

Date: 6/30/21

Stephanie Deeds, Physician
 PC Innovation Lab
 PC Analytics Team
 Chief Negotiator

Stefanie A. Deeds Digitally signed by Stefanie A. Deeds 465766
 Date: 2021.06.29 20:28:24 -0700

Date: _____

Marcia Blaine
 President, AFGE Local 2157
 Portland VAMC

Marcia Blaine

Date: 6/29/21

Mark Flowers
 President, AFGE Local 1273
 Boise VAMC

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Denise Lieb
 President, AFGE Local 2583
 Vancouver VAMC

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Date: 6/29/21

Michael Storm
 Executive ER/LR Specialist
 NWHRN

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 STORM 1056849
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Date 6/29/21

Attachments:

- EHRM Operational Abstract Deeds 20210503
- EHRM Post Observation Semi structured Interview Guide 022020