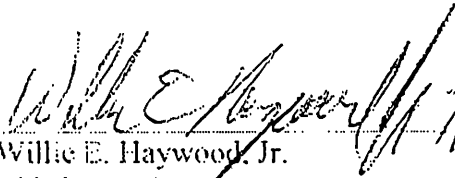


MEMORANDUM OF UNDERSTANDING

The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees (AFL-CIO) concerning "Patient Centered Medical Home" within VISN 10.

1. The union at the local level will be allowed pre-decisional involvement through participation in and selection of bargaining unit employees to serve on workgroups and task forces established to plan, review, and modify existing practices as a result of patient centered medical home.
2. The VISN parties understand that VA Patient Centered Models are a commitment to enhanced services to Veterans. Patient Centered Medical Home (PCMH) is one of such models that focus on the VA's primary care setting. This will involve changing primary care staff/teams into "Teamlets" that support and empower Veterans and their family's needs.
3. The VISN has agreed to provide adequate and funded staff to support such a culture change, prior to any implementation with a VISN or facility. The Union will have input into the staffing mix needed for this change through pre-decisional involvement of labor forums or through management meeting their bargaining obligations in changes in working conditions.
4. It is recommended that all Teamlets within VISN 10 consist of a Primary Care provider, registered nurse care coordinator, LPN/LVN and Clinical Support Assistant or Administrative Support Associate. The Department agrees to provide clarification of the roles of Teamlet members once the teamlet is established. The specific disciplines will be determined locally consistent with paragraph 3 above.
5. The VISN agrees not to implement recommendations from these above mentioned workgroups or task forces that effect working conditions of bargaining unit employees without meet their bargaining obligations. The local president shall be provided with the notice and afforded with the opportunity to name its negotiating team members to meet the bargaining obligations at the local levels.
6. No bargaining unit employee impacted by the implementation of Patient Centered Medical Home will be adversely affected in his or her position of record as a result of implementation. Should new positions be developed, staff will be able to compete for positions for which they are qualified. Any VISN 10 bargaining unit employee affected by PCMH who is offered a position below their current grade and step will be entitled to saved pay, saved grade and re-promotion rights under the terms of the Reduction In Force Article in VA/AFGE Master Agreement.

7. The VISN agrees that bargaining unit employees will receive training/retraining with new emphasis on: a.) working in teams, b.) customer service and resolving problems at point of care and c.) PCMH concept and cultural change necessary to fully implement. The Local President will be properly notified and included in all Leadership Training in reference to the above subject matter.
8. The VISN agrees that for consistency, it will ensure that clinical support associate or administrative support associate positions related to PCMH will be done after implementation to ensure they are accurate properly classified and graded correctly. The VISN and Local Presidents will be notified and informed when the process has been completed.
9. Bargaining Unit employees impacted by the implementation of PCMH will be provided with information about their reporting structure when they are assigned to a Teamlet. The Teamlet structure and the reporting structure of the Teamlet will be negotiated prior to implementation Locally, consistent with paragraph 3 of this MOU.
10. The Local President reserves its rights to address matters at the appropriate level concerning PCMH as they occur.
11. Nothing in this agreement can violate any Law rule or regulation or the Master Agreement and the National MOU drafted by the NVAC and the Department of Veterans Affairs


Willie E. Haywood, Jr.
Chief Negotiator, AFGE
President 6th District VA Council 262


Iola Dews
Chief Negotiator VISN 10