

MEMORANDUM OF UNDERSTANDING (MOU)

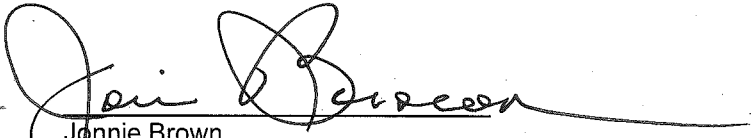
The following constitutes an agreement between the VA Puget Sound Health Care System (VA PSHCS) and the American Federation of Government Employees, AFL-CIO, National Veterans Affairs Council #53, (AFGE Local 498) and (AFGE Local 3197) concerning the appropriate arrangements and procedures of the Marbella based patient feedback survey mobile device.

Hereinafter the parties agree to the following:

1. The parties agree to the implementation of the Marbella based patient feedback survey mobile device.
2. The Marbella mobile device will be used for collection, feedback, and reporting tool to capture perception-of-care data from patients. The purpose of the system is to alert staff of patient needs and to request assistance when needed.
3. Results of the data collection will be provided to the Union monthly.
4. No data collected will negatively identify individual employees. If individual complaints are verbalized, the complaints will be directed to appropriate management level and/or patient advocate staff to address the concerns. Complaints directed toward individual staff will not be included in the data.
5. The Union will be involved with the initial Marbella training.
6. Implementation of the Marbella device will begin on or about August or September 2017 and will be on a trial period for ninety (90) days. After the trial period, the parties agree that the Marbella patient feedback survey MOU will be revisited.
7. The parties agree that once signed, the provisions of this MOU will apply immediately.



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NVAC 11th District Representative
Chief Negotiator, Labor
Date: 5/31/17



Jonnie Brown
Employee/Labor Relations Specialist
Chief Negotiator, Management
VA PSHCS
Date: 5/31/17



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Date: 5/31/2017



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