


Memorandum of Understanding


The following constitutes an agreement between the Department of Veterans Affairs, Veterans Health Administration and the American Federation of Government Employees, AFL-CIO, National Veterans Council #53, concerning VA Patient Experience Program.

1. The national parties agree the VA Patient Experience Program is a voluntary program for AFGE bargaining unit employees.
2. The national parties agree to the following voluntary Tools to Improve Patient Experience:
 - Red Coat Ambassadors Program
 - Employee "I Choose VA" Name Badge
 - Standard Phone Greeting
 - Green Glove Initiative
 - Standard Notice of Provider Change Letter
 - Employee Recognition Toolkit
3. Patient Experience is a Philosophy. It is an organizational alignment of people, process, and culture towards a common goal of providing exceptional experience for all Veterans, their families, and caregivers - - from the first touch point to the last.
4. Bargaining unit employees that elect to volunteer for the VA Patient Experience Program, shall be on duty time for all related training on VA Patient Experience.
5. Upon their receipt of this MOU, the appropriate management official shall provide a copy to the AFGE Local President.


Ainbint Munn, VA Labor Relations Specialist
For the Department of Veterans Affairs (VA)

2/7/2018

Date


Oscar L. Williams Jr., 2nd Exec Vice President
AFGE National Veterans Affairs Council #53

2/7/2018

Date


James Zeveski, VHA WMC Labor Consultant
For Veterans Health Administration (VHA)

2/7/2018

Date