

**Memorandum of Understanding (MOU) for the
VA Portland Health Care System between
Department of Veterans Affairs, Portland Healthcare System (VAPORHCS) and
American Federation of Government Employees (AFGE), AFL-CIO
National VA Council 53, AFGE Locals 2157 and 2583**

The following constitutes an agreement between the [parties] of the VA Portland Health Care System (VAPORHCS) [Portland/Vancouver Divisions] within VISN 20, and the American Federation of Government Employees (AFGE), AFL-CIO, National VA Council #53 (NVAC), AFGE Local 2157 & AFGE Local 2583, the parties have reviewed and agreed upon the appropriate arrangements and procedures regarding the updates to the Performance Appraisal for Licensed Practical Nurse: Primary Care Division.

Both Management and the Union reserve the right to re-open bargaining in this MOU by providing a minimum of 30 days advance written notice requesting negotiation. The terms of this MOU will remain in place until any new updates are agreed upon.

Donald Fowler
NVAC 11th District Representative
Chief Negotiator, Labor

Donald L Fowler
Date: 9/19/19

Katrina Canady, MSN-ed, RN, NE-BC
Nursing Director, Primary Care Division
Chief Negotiator, Management

Katrina Canady
Date: September 13, 2019

Denise L. Lieb
President AFGE Local 2583

Denise Lieb
Date: 9/17/19

Marcia Blaine
President AFGE Local 2157

Marcia Blaine
Date: 9/18/19

PERFORMANCE APPRAISAL

This form is to be used for non-supervisory Title 5/Hybrid Title 38 employees. Instructions for completing this form may be found at <http://www.va.gov/OHRM/EmployeeRelations/> under the Performance tab. For additional information, see VA Handbook 5013, Part I. If additional space is needed for any item on this form, use page 6, Section I, or attachment pages.

SECTION A: PERFORMANCE PLAN AND APPRAISAL OF

EMPLOYEE'S NAME <i>(Last, First, Middle Initial)</i>	POSITION TITLE, SERIES AND NUMBER Licensed Practical Nurse	PAY PLAN-GRADE GS-NEW
DEPARTMENT/OFFICE	SERVICE	LOCATION <i>(City, State)</i>
DATE ASSIGNED PRESENT POSITION <i>(MM/DD/YYYY)</i>	PERIOD COVERED BY THIS PERFORMANCE PLAN <i>(MM/DD/YYYY)</i> FROM 10/01/201 TO 09/30/201	
SIGNATURE AND TITLE OF RATER PREPARING THIS PERFORMANCE PLAN	DATE <i>(MM/DD/YYYY)</i>	SIGNATURE OF EMPLOYEE
		DATE <i>(MM/DD/YYYY)</i>

SECTION B: PERFORMANCE PLAN

Each performance plan must include all elements that will be used to assign an overall rating. Performance plans must contain at least one critical and one noncritical element. Each critical and noncritical element usually contains three to five performance standards. See VA Handbook 5013 Part I for additional guidance regarding mandatory performance standards, and planning performance plans. Critical elements will be denoted by an asterisk ().*

PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

* = Critical Elements

***DIRECT PATIENT CARE DUTIES**

With indirect supervision, participates in implementing the health care plan by performing tasks delegated by and performed under the (Clinical) supervision, orders or directions of a licensed Provider adhering to the established policies.

- Fully Successful: No more than two (2) documented (Performance) counseling that have no adverse impact on patients and/or others. Must be successful in all categories listed below to meet the standard.
 - Exceptional: No more than one (1) (Performance) counseling related to specific patient care issues **and** must meet the following: (Evidence of active participation on a health care committee, work group, or evidence of participation in a positive clinic process or procedure change, or three or more forms of positive recognition (Veteran or coworker))
1. Completes assignments for a variety of patients with complex nursing needs, including the intake interview, treatments, immunizations and health education in a timely manner, demonstrating initiative and independence.
 2. Adjusts, adapts and performs a variety of technical procedures to meet the needs of the individual patient.
 3. Implements nursing care to patients in such a manner that potential and/or identified risks are anticipated, minimized and/or eliminated.
 4. Assures that the work environment is safe, organized, restocked and contains functional equipment.
 5. Recognizes and responds appropriately to emergent and urgent situations.
 6. Makes observations; thoroughly documents care and the patient's response. Appropriately seeks assistance and guidance by informing RN or medical provider of changes in the patient's condition requiring higher-level intervention.
 7. Receives/returns telephone calls and secure messages from patients obtaining appropriate information and relays to RN/provider as appropriate.
 8. Relays health information within the LPN scope of practice to patients at the direction of the provider and/or RN.
 9. Cleans, organizes, restocks and secures the medication work area.
 10. Adheres to Agency policies and SOP's for all RME usage and maintenance

***CUSTOMER SERVICE**

Consistently interacts in a professional and courteous manner to facilitate the work of the organization. Adjusts to change in a pleasant manner and functions as a team member, helping the group effort where possible.

- Fully Successful: No more than two (2) documented (Performance) counseling that have an adverse impact on patients and/or others. Must be successful in all categories listed below to meet the standard.
 - Exceptional (must meet 2 or more): Two peer reviews outlining specific excellence in Customer service, no more than one (1) (Valid) customer service complaints, and/or two (2) documented forms of recognition for positive customer service via any of the following Patient Advocacy Tracking System, Press Ganey, Letters from the Director, in addition to exceeding all critical elements.
1. Demonstrates professional behavior (i.e., respect, civility, ability to accept constructive criticism), effective communication and interpersonal skills. Utilize I CARE principles (integrity, commitment, advocacy, respect, and excellence).
 2. Establishes effective interactions with patients, families and members of the health care team.
 3. Serves as a role model in an effort to provide therapeutic nursing care as evidenced by empathy, compassion and courtesy.
 4. Interactions reflect incorporation of the VA Patient's Bill of Rights.
 5. Serves as a resource and advocate in the protection of patient and family rights.
 6. Maintains effective interpersonal relationships with co-workers and other members of the health care team.

SECTION B: PERFORMANCE PLAN *(Continued)*

PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

7. Consistently responds to requests for assistance from customers (patients, families, visitors, co-workers) in a timely and respectful manner.
8. Using principles of Service Recovery listens to customer feedback, acts to resolve complaints within his/her control or refers the customer to the appropriate staff to assist them.
9. Utilizes constructive criticism and feedback to promote personal and professional growth.
10. Communicates appropriately with patients and family members.
11. Maintains a work environment that honors diversity.
12. No more than 3 instances of valid written complaints during the rating period.

***SAFETY / EMERGENCY INTERVENTIONS**

With minimal supervision, the employee maintains a safe and clean environment. Routinely adheres to all safety and health standards, regulations and work practices. Uses proper protective equipment as required. Recognizes emergent situations and responds appropriately.

- Fully Successful: Less than two (2) documented (Performance)counseling sessions in this area that have an adverse impact on patients and/or others. Must be successful in all categories listed below to meet the standard.
 - Exceptional (must meet 2 or more): Participation in committee or groups aimed to improve patient safety (Environment of Care Rounds, Hand washing committee, Infection Control Committee, Safety Root Cause Analysis), Recognitions for being safety conscious (by internal or external customer).
1. Demonstrates knowledge, skill and ability to recognize and respond appropriately to emergency situations.
 2. Maintains a clean, safe and therapeutic environment.
 3. Adheres to all safety and health standards, regulations and practices.
 4. Provides competent patient care in a manner which ensures safety to patients, staff, visitors and self and seeks direction as necessary.
 5. Follows established safety practices and promptly reports to the supervisor any occupational illness or injury which is sustained.
 6. Follows policy and procedures related to fire and disaster drills, safety and security measures.

INFORMATION SECURITY

Regularly follows and adheres to established policy and procedures of the Medical Center's AIS security program as specific in Medical Center Memorandums.

- Fully Successful: No more than two (2) documented (Performance) counseling that have no adverse impact on patients and or others. Must be successful in all categories listed below to meet the standard.
 - Exceptional: Less than two (2) occurrences noted in EOC rounds. No more than one (1) documented (Performance)counseling in this area.
1. Protects and secures all electronic and written patient information in accordance with VHA policy and HIPAA regulations.
 2. Locks computer when not at work station.
 3. Ensures auditory privacy/has verbal communications regarding or with patients in a secure/private setting.
 4. Maintains confidentiality of electronic, written, and/or verbal patient information.
 5. Ensures accuracy of patient identifiers by following National Patient Safety Goals to correctly identify patients.

EDUCATION/TRAINING

With indirect guidance routinely supports and reinforces the health care teaching and counseling of a registered nurse or licensed provider.

- Fully Successful: No more than two (2) documented (Performance) counseling sessions in this area if the incidents are minor and have no adverse impact on patients and/or others. Must be successful in all categories listed below to meet the standard.
 - Exceptional: Identified a specific departmental need, and went on to participate in the development and implementation of an education tool to assist others in training for this identified need. Volunteers to take on extra duties to support clinic needs. Completes 5-10 hours of additional education training beyond the mandatory requirements.
1. Utilizes VA approved patient/health education materials when educating patients/families/significant others.
 2. Assists with, reinforces and documents patient/health education activities
 3. Provides patient/health education appropriate to the patient's plan of care.
 4. Keeps abreast and uses current health promotion/disease prevention information when providing patient/health education.
 5. Provides patient/health education suitable to the patient's age, disease process, learning preferences and importance to the patient.
 6. Completes TMS training within assigned time frame/competencies
 7. Uses appropriate templates to document education.

PERFORMANCE IMPROVEMENT

Participates in performance improvement initiatives which helps the service line to meet performance goals.

- Fully successful: knowledge of the PI project and current performance goals and measures. Must be successful in all categories listed below to meet the standard.
 - Exceptional: Consistently looks for and applies ways to improve current work processes and systems management. Participates in at least one PI Project annually.
1. Responsible for the knowing all Service Line performance appropriate to assigned work area, HEDIS Measures, and Unit PI projects.
 2. Aware of active PI project for the Unit and identifies opportunities for improvement.

***PACT**

With indirect Supervision, participates in all aspects of PACT

- Fully Successful: No more than two (2) documented (Performance) counseling that have an adverse impact on patients and/or others. Must be successful in all categories listed below to meet the standard.
 - Exceptional: No more than one (1) (Performance) documented counseling that have an adverse impact on patients and/or others.
1. Complete Intake Interviews on assigned patients seen in the clinic.
 2. Reviews Providers schedule prior to appointments.
 3. Attends PACT specific training as scheduled.
 4. If assigned Secure Message, completes within 72 hours to prevent escalation of message.
 5. Attends and actively participates in PACT meetings/huddles.