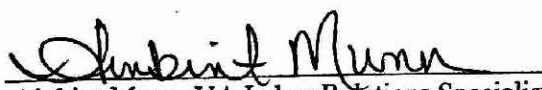


## Memorandum of Understanding


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 Affairs Council #53 concerning Veterans Experience Office implementation of mandatory Patient Experience training and Expected Behaviors.

1. The Patient Experience training mandates meet the requirements of the Department as outlined in the Mission Act and the White House/OMB. The training requirements are for all VHA medical and non-medical facilities VA-wide.
2. The national parties agree the Program Goals are to:
  - Strengthen trusted, lifelong relationships with our Veterans, their families, and caregivers.
  - Implement customer-centric organizations' best practices throughout VA to better serve our veterans and foster a positive work environment for employees.
3. The Department shall notify the NVAC and be given the opportunity to bargain on any organization best practices that change working conditions of the bargaining unit employees.
4. Bargaining unit employees of the Veterans Health Administration shall complete the mandatory training requirements on or before the conclusion of FY20.
5. Bargaining unit employee shall be on duty time when taking the Patient Experience training and Expected Behaviors. No approved leave shall be canceled due to the training schedule.
6. Upon request, and based on supervisory determination, remedial training shall be made available to bargaining unit employees.
7. Upon their receipt, the appropriate management officials shall provide a copy of this MOU to the AFGE Local President.

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

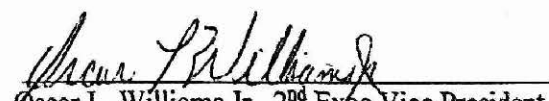
6/12/2019

Date

  
James Zeveski, VHA WMC Labor Consultant

6/12/2019

Date

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

06/12/2019

Date