

## Memorandum of Understanding

This memorandum of understanding (MOU) sets forth an agreement between the Department of Veterans Affairs (VA), Veterans Health Administration (VHA) and the National Nurses Organizing Committee, National Nurses United (NNOC/NNU). This MOU is entered pursuant to the provisions 5 U.S.C. Chapter 71 and applies to all registered nurses represented by NNOC/NNU regarding the implementation of Veterans Patient Experience Program.

1. The Department will implement the components of the Veteran Patient Experience Program on a voluntary basis for all bargaining unit employees.
2. The Department will ensure that all bargaining unit employees that volunteer to participate in the Veterans Patient Experience Program will receive training necessary to enable them to participate in the program. RN's will be on duty time for training.
3. Local management shall provide notification to local NNOC/NNU officials at the local level prior to any implementation of the Veterans Patient Experience Program.
4. NNOC/NNU at the National Level will be provided with Notification and will given the opportunity to bargain over future and/or additional changes within the Veterans Patient Experience Program for which NNOC/NNU has not been notified as of the signing of this agreement.
5. Upon request, NNOC/NNU will be provided with all reports generated by the Veterans Patient Experience Program.
6. The effective date of this agreement will be the date signed by both parties. VACO LMR will expeditiously provide the local VA facilities with a signed copy of the agreement. The appropriate local management official will provide a copy of the signed MOU to the local NNOC/NNU Director upon their receipt.

### FOR THE AGENCY



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

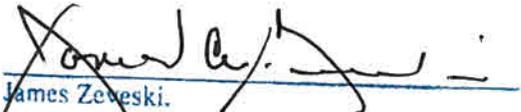
1/31/2018  
Date

### FOR THE UNION



Irma Westmoreland, RN  
President  
NNOC-NNU

2-21-18  
Date



James Zeweski  
Labor Consultant  
VHA Workforce Management and Consulting

3/1/2018  
Date