

Memorandum of Understanding

The following constitutes an agreement between the Kansas City VA Medical Center, and AFGE Local 910 and 2663 related to the implementation of Extended Hours Access for Veterans requiring Primary Care including Women's Health and Mental Health Service at this facility and related Community Based Outpatient Clinics (CBOC).

1. The local parties agree that extended hours during the period Monday through Friday will be for two (2) hours, outside of the normal tour of operations.
 - For extended hours on the morning the starting time will be no earlier than 0600
 - For extended hours in the evening the closing time is no later than 1830
2. The local parties agree that extended hours will be held one (1) Saturday each month. The week-end operations will be from 0800-1630.
 - a. Every effort will be made to utilize volunteers or designated positions to work the extended hours. If insufficient employees volunteer for particular clinics, assignments will be made by provider seniority and from provider teams who have not previously volunteered.
 - b. Hourly bargaining unit employee will be offered their choice of overtime, a tour change, or compensatory time off for working extended hours.
 - c. Non-hourly bargaining unit employees will be given an alternative day off of their choice within the same pay period of the Saturday worked.
 - d. PACT team members that request compensatory time off will coordinate their time as to eliminate any teams and days not being adequately staffed.
3. Bargaining unit employees scheduled to work extended hours will have their work schedule posted a minimum of at least 2 weeks in advance.
4. The local parties will review and share feedback from the Veteran and other customers and agree to review utilization by January 15, 2014. The local parties agree to also review any barriers to success in the currently developed program (without deviating from the Extended Hours Directive). The initial phase for review is identified by July 1, 2013-December 31, 2013.

The initial phase of extended clinic hours will be established as follows:

Primary Care Week End:

The second Saturday of each month, two PACT teamlets * will staff an 8 hour clinic. Each team will be required to work 1 Saturday per year

All teams must participate.

Annual leave will not be approved for this scheduled day.

Clinics will follow the Integrated PACT model, supporting both routine and urgent care.

Walk in patients, presenting to the Emergency Department will be triaged to extended hour clinics only if previously established as assigned to the providers working that day. Providers are encouraged to accommodate walk in patients.

Nurse to Nurse telephone report will precede any patient being referred to clinic;

- No ESI level 4 patients will be referred less than 2 hours prior to the scheduled end of clinic operation, No ESI level 5, patients will be referred to clinic less than 1 hour prior to the scheduled end of clinic operation.
- All patients discovered to be ESI level 3 patients, and patients with pending critical testing results at the end of the scheduled clinic operation tour, will be referred back to the ED, with appropriate, Provider to Provider, and Nurse to Nurse report.
- The triage/Walk In process will be monitored utilizing appointment management and CPRS.

Primary Care Week Day:

Teams were selected by volunteer. Clinic appointments will be maintained in the matrix outside of the normal tour hours.

3 teams have altered tours:

0600-1430 Monday -Friday,

0700-1530 Monday -Friday,

0900-1730, Monday only

Volunteer for 1000-1630 may be requested during the initial or subsequent phases.

Walk in triage will not change for the 0900-1730 Red Team.

Walk in triage coverage will be collaboratively coordinated by the Green team (0600 and 0730 teams).

Mental Health:

Mental Health will hold a minimum of one clinic per week 1630-1830, staffed by a minimum of one licensed provider and one Medical Support Assistant (MSA).

Mental Health will have one week-end per month staffed by a licensed provider.

The clinic will be integrated with Primary Care PACT teamlets.

Hours will coincide with the Primary Care week-end coverage.

Primary Care CBOC:

No change in hours has been included at the CBOC's.

*Primary Care PACT teamlet will be identified as provider (1), RN (1), LPN (1), HAMR Advanced MSA (1).

7. AFGE Local 910, 2663 and management reserve the right to continue discussions and to address matters related to the local implementation of extended hours as they occur.

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