

VHA Directive 1090 Telephone Access for Clinical Care
Memorandum of Understanding

This memorandum of understanding (MOU) sets forth the agreement between National Nurses Organizing Committee/National Nurses United (NNOC/NNU) and the Department of Veteran Affairs (VA) and Veterans Health Administration (VHA). This MOU is entered pursuant to the provisions 5 USC Chapter 71 and applies to all registered nurses represented by NNOC/NNU. The parties to this memorandum enter into this agreement for the purposes of establishing a mutually beneficial agreement concerning the implementation of *VHA Directive 1090 Telephone Access for Clinical Care (VHA Directive 1090)*.

1. In accordance with the NNOC/NNU Master Contract Article 2, should items of this MOU expressly conflict with the NNOC/NNU Master Contract, the NNOC/NNU Master Contract shall govern. Portions of VHA Directive 1090 which do not conflict with the Master Contract will remain in force.
2. The VA acknowledges, and the parties reaffirm their agreement codified in the NNOC/NNU Master Contract, that the Registered Nurse (RN) is critical to delivering safe patient care. RNs, including Advanced Practice RNs, shall continue to base actions and decisions on sound professional judgment, Scope and Standards of Professional Nursing Practice and the Nurse Practice Act of their respective states.
3. Standardized Telephone Metric data will be utilized for quality improvement. Any changes to national performance standards will be communicated to the Union at least 30 days in advance and given the opportunity to provide input, in accordance with the NNOC/NNU Master Contract.
4. The union locally and nationally will have access to the Power Business Intelligence (Power B.I.) where the metrics data are stored.
5. Upon request, a NNOC/NNU Official may designate a representative, nationally and/or locally, to receive available training related to the standardized telephony process and telephone access performance metrics (Power B.I.).
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.
7. This MOU will expire at the issuance of a successor MOU or termination or replacement of VHA Directive 1090. Parties agree if there is a change to VHA Directive 1090 that impacts conditions of employment, that are more than de minimis, the Agency will meet its bargaining obligations.

FOR THE AGENCY

LTosha Condah

LTosha Condah
Labor Relations Specialist
Department of Veterans Affairs (VA)

Date: Aug. 17, 2023

Steven J. Flatley

Steven Flatley
Labor Consultant
Veterans Health Administration (VHA)

Date: 8/17/2023

FOR THE UNION

Irma F. Westmoreland, R.N.

Irma Westmoreland, RN
Chair, NNOC/NNU-VA

Date: 08-17-2023