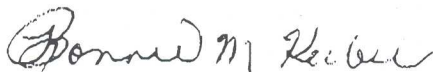


MEMORANDUM OF UNDERSTANDING

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Health Administration (VHA) and the American Federation of Government Employees, AFL-CIO, National Veterans Affairs Council #53 (NVAC) concerning VHA Recommended Revenue Cycle Productivity Guidelines identified in the June 25, 2008 memo from the Deputy Under Secretary for Health for Operations and Management.

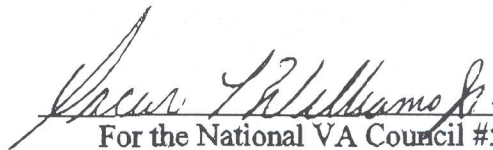
1. The parties understand that these recommended guidelines are minimum revenue performance productivity guidelines. As such, the parties agree that local facilities will make every effort to consider all factors impacting performance when implementing the recommended revenue cycle productivity guidelines.
2. All training required for bargaining unit revenue cycle employees will be on duty time.
3. The local unions may provide input into any changes to performance standards and/or the establishment of new performance standards established by the implementation of the recommended revenue cycle productivity guidelines.
4. If a facility establishes a committee or work group to develop local productivity standards for bargaining unit revenue cycle staff, local unions will be given the opportunity to name unit employees to serve as a subject matter experts in such committee or work group. If such subject matter experts are not accepted, local management will inform the local union of the reason for its decision.
5. NVAC reserves its rights to address future issues related to these recommended revenue cycle productivity guidelines as they occur that have not been covered by this MOU.
6. The appropriate management official shall provide the Local Union President with a copy of this MOU upon their receipt.



For the Department (VHA)

12-31-08

Date



For the National VA Council #53

12-15-08

Date