

**LETTER OF AGREEMENT
(Transfer Patients)**

Kaiser Permanente and OFNHP Professional Bargaining unit hereby agree to the following understandings regarding schedule templates for outpatient Mental Health Therapists in the Mental Health Department:

Definition of transfer:

For purposes of this discussion, "transfer" refers to internal transfers from one KP Mental Health Therapist ("MHT") to another within twelve (12) months of last appointment.

Scheduling of Transfers:

- All transfer requests will be screened by SAS.
- Transfers will not be scheduled for appointments after 5 p.m.
- Transfers will be designated exclusively as an appointment block to be mutually agreed upon within 2 weeks of execution of this agreement in MHT schedule templates.
- SAS will collect reasons for transfer requests for future analysis.
- SAS will work with therapists to balance the flow of transfers and balance demand in accordance with efforts to equalize workload.
- Transfers will be limited to 1 per week for 1.0 FTE clinician, pro-rated for less than 1.0 FTE.
- At 21 plus days the designated slot for transfers may be scheduled. Between 7 and 21 days, the transfer slot will convert to an urgent return. A transfer may only be scheduled between 7 and 21 days after the SAS consults with the therapist. Within seven days of the appointment slot, the transfer slot will convert to an R60 and be filled by anyone.

Monitoring

- PIA and AOC will review monthly report on the number of transfers, the reasons for those transfers, and DNA/cancel/unfilled rate for transferred appointments.
- MH Labor/Management Partners and OFNHP will hold a follow-up meeting to discuss any logistical issues that have arisen from template changes (e.g., ability of appropriate people to fill or change appointments) and to discuss progress of the LOUs. However, utilization analysis will continue to be conducted by the AOC. Michele Keever will coordinate scheduling of this meeting. If additional meetings to discuss logistical issues relating to Transfers are necessary, either party may request at a time that is mutually agreed upon.

For the Union:

Elex Dyan Torrey 3/18/2014
Name (Elex Dyan Torrey) Date

For the Employer:

Naomi Loo 3/18/14
Name (Naomi Loo) Date