

**MEMORANDUM OF UNDERSTANDING**  
**Monitoring Calls in the RN Triage Queue**

PeaceHealth St. John Medical Center and Washington State Nurses Association are committed to providing our patients with the highest quality of care. As such, the parties agree to extend the practice of monitoring calls to the RN Triage queue beyond the introductory/orientation period. Calls beyond the introductory/orientation period will be monitored by a Clinical Supervisor on a quarterly basis. In the event a monitored call reflects there are opportunities for customer service improvement, the nurse may be monitored more frequently to validate improvement. In the event a clinical supervisor needs to monitor more than 2 calls per quarter, management will meet with the nurse prior to monitoring of subsequent calls to explain concerns related to customer service. The nurse may request that any associated feedback be given in writing.

In the event the patient is known to be a WSNA represented PHMG Clinic nurse, the call will not be monitored.

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PeaceHealth St. John / DATE

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WSNA / DATE