

Attachment B – Scope of Work

RFx: 3000018916; LDH/OBH/ELMHS/CLSH On-Site Direct Nursing Care Services

The purpose of this solicitation is to establish Agency Term Contract(s) to provide On-Site Direct Nursing Care Services for the Louisiana Department of Health (LDH), Office of Behavioral Health (OBH), Eastern Louisiana Mental Health System (ELMHS) located in Jackson, LA and Central Louisiana State Hospital (CLSH) located in Pineville, LA in accordance with the specifications and conditions set forth herein.

The Office of Behavioral Health (OBH) operates two (2) State psychiatric facilities, Central Louisiana State Hospital (CLSH) and Eastern Louisiana Mental Health System (ELMHS), which provide mental health evaluation, treatment, and rehabilitation services to adults with severe and persistent mental disorders. The hospitals provide a variety of services intended to facilitate the individual's return to the community where both formal and informal networks are linked to provide the necessary supports and services for continued recovery.

Eastern Louisiana Mental Health System (ELMHS) is comprised of two (2) campuses that are both located in Jackson, Louisiana in East Feliciana Parish and provide intermediate and residential psychiatric care. ELMHS provides mental health services to approximately six hundred ninety-three (693) adult clients, of which seventy-five (75) are served at the Admissions Special Security Area (ASSA) campus. ELMHS is licensed to provide psychiatric care to both civil and forensic clients.

Central Louisiana State Hospital (CLSH) in Pineville, Louisiana, is a one hundred twenty (120) bed, full service psychiatric hospital providing intermediate care to adults diagnosed with a serious mental illness. It is licensed by the State of Louisiana, fully accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and certified by the Centers for Medicare and Medicaid Services (CMS).

A supplemental staffing contract(s) is necessary to provide qualified Registered Nurses (RNs), Licensed Practical Nurses (LPNs), and/or Certified Nursing Assistants (CNAs) in sufficient quantity to meet the clinical needs of clients, and to maintain the resources necessary to efficiently and effectively deliver professional nursing care of a quality consistent with the community and the national nursing care standards for each of the designated facilities.

SCOPE OF WORK

The contractor shall provide the following:

Central Louisiana State Hospital (CLSH) - RNs, LPNs and CNAs licensed or certified by the State of Louisiana to fill specified supplemental nursing staffing needs. Historically, RN service needs average twelve (12) to forty-eight (48) hours per week and CNA service needs average five hundred (500) hours per week. Required nursing services can be performed by one (1) or multiple nurses per week as needed to meet the staffing demand.

Eastern Louisiana Mental Health System (ELMHS) – RNs, LPNs and CNAs licensed or certified by the State of Louisiana to fill specified supplemental nursing staffing needs. Historically, RN service needs average one hundred forty-four (144) hours per week and LPN service needs average two hundred sixteen (216) hours per week.

- The Contractor shall provide supplemental nursing staff to the hospital(s) as needed for quality nursing care.
- The Contractor must provide qualified nursing staff in sufficient quantity to meet the clinical needs of hospital patients and to maintain the resources necessary to efficiently and effectively deliver professional nursing care of a quality consistent with the community and the national nursing care standards.
- The Contractor shall uphold the policies and procedures that are congruent with the mission and goals of the hospital(s), the standards of professional practice, regulatory agencies and applicable Louisiana laws and rules regulating RNs, LPNs and CNAs.

Deliverables

The contractor shall:

- Provide licensed RNs, LPNs and CNAs to fill in for vacant positions, cover absenteeism, and meet the clinical needs of patients during periods of increased acuity. Contractor shall provide supplemental staff pre-approved by the Director of Nursing Departments within twenty-four (24) hours of request. Required shift hours will be communicated at the time of the staffing request, which will include the start and end time. Contract staff must arrive within fifteen (15) minutes of designated shift start time and remain on duty for the duration of the shift.

Note: The Director of the Nursing Departments at the hospitals will approve/accept nursing personnel submitted by Contractor. Contractor shall provide a list of qualified nursing staff within seven (7) calendar days of hospitals' request.

- Whenever possible, maintain the same staff throughout the contract period unless the agency has requested the removal of a staff member assigned. If a staff member who is assigned to a particular position must be removed or can no longer provide services, the Contractor shall provide a replacement within twenty-four (24) hours of notification.
- Verify valid licensure of an RN and/or LPN by the Louisiana State Board of Nursing (LSBN) or the Louisiana State Board of Practical Nurse Examiners (LSBPNE). Provide a valid certification of a CNA through the Louisiana Department of Health (LDH) Health Standards Section and yearly documentation to the contract monitor(s), Jerry Jordan, RN (ELMHS) and Holly Abate, RN, MSN (CLSH), or their designee(s).
- Provide facility with the following profile information on each staff, prior to scheduled orientation:
 - 1) Completed application;
 - 2) Skill record checklist;
 - 3) Verification of Cardiopulmonary Resuscitation (CPR) certification;
 - 4) Verification of certification for CNAs and licensure for RNs and LPNs;
 - 5) Verification of employment, including a minimum of one (1) year of psychiatric experience;
 - 6) Verification of current Tuberculosis Skin Test (TBST); and
 - 7) Age specific skill checklist and testing. The ELMHS skill test/checklist is required and a copy will be provided.
- Contractor personnel must schedule and complete the hospital specific orientation program before accepting a clinical assignment.

ELMHS will require forty-four (44) to forty-eight (48) hours of orientation and CLSH will require thirty-six (36) to forty-eight (48) hours of orientation for all nurses who begin assignment. Orientation is billable (See Attachment C - Price Sheet).

Staffing Mandatory Qualifications

- The Contractor shall not employ or contract with an individual who has been debarred, suspended or otherwise lawfully prohibited from participating as an RN, LPN or CNA.
- The Contractor must employ sufficient staffing and utilize appropriate resources to achieve contractual compliance.

- The Contractor shall comply with LDH Policy 47.1, “Criminal History Records Check of Applicants and Employees”, which requires criminal background checks to be performed on all employees of LDH contractors who have access to electronic protected health information on Medicaid applicants and recipients. It shall, upon request, provide LDH with a satisfactory criminal background check or an attestation that a satisfactory criminal background check has been completed for any of its staff or subcontractor’s staff assigned to or proposed to be assigned to any aspect of the performance of this contract.
- **Registered Nurse must meet the following minimum requirements:**
 - 1) Possession of an active, unencumbered, unrestricted and valid Louisiana Registered Nurse license from the LSBN to practice nursing.
 - 2) At least three (3) years of professional nursing experience.
 - 3) At least one (1) year of experience must have been in a hospital, clinic, or a twenty-four (24) hour psychiatric facility setting.
- **Licensed Practical Nurse must meet the following minimum requirements:**
 - 1) Possession of an active, unencumbered, unrestricted and valid Louisiana Practical Nurse license from the LSBN to practice nursing.
 - 2) At least three (3) years of professional nursing experience.
 - 3) At least one (1) year of experience must have been in a hospital, clinic, or twenty-four (24) hour psychiatric facility setting.
- **Certified Nursing Assistant must meet the following minimum requirements:**
 - 1) Possession of an active Certification as a Certified Nursing Assistant in the State of Louisiana is required, with no adverse findings of abuse, neglect, mistreatment or misappropriation of property placed on Louisiana’s Certified Nursing Assistant Registry.
 - 2) At least three (3) years of experience as a CNA.
 - 3) At least one (1) year of experience in a hospital, clinic, or twenty-four (24) hour psychiatric facility setting.

Reporting/Record Keeping Requirements

The contractor shall:

- Submit itemized monthly (calendar) invoices by the tenth (10th) business day of each month.
- Ensure that personnel complete an agency approved sign-in/sign-out sheet during work at the hospital, which shall be maintained by the Director of Nursing for each hospital.
- Maintain documentation on file for each employee referred to the hospitals: license(s), specialty certification, continuing education and documentation of individual professional development, current Tuberculin Skin Test (TBST), and current Cardiopulmonary Resuscitation (CPR) certification. Documentation shall be made available upon request by hospital(s).
- Electronically provide Director of Nursing with a monthly report of all complaints and appeals and any notice of action.

Performance Standards

Performance Measurement/Evaluation

- Each RN, LPN and/or CNA contract staff's shift hours should comply with those designated by facility at time of request.
- Each RN, LPN and/or CNA contract staff's shift hours worked will be documented on the facility approved time and attendance record and invoiced by the contractor at each facility no later than the tenth (10th) business day of the month.
- RN, LPN and/or CNA contract staff shall meet all applicable legal standards of nursing practice at their assigned facility.
- RN, LPN and/or CNA contract staff shall participate in facility specific orientation and training at their assigned facility.
- Contractor shall give notice to each facility in the event that the LSBN or the LSBPNE has denied, revoked, or suspended the license to practice nursing of any dedicated RN and/or LPN staff member in accordance with its statutory authority granted in La. R.S. 37:911 *et seq.* A complaint that an individual has engaged in, or is engaging in, any conduct prescribed by the Nurse Practice Act, or the rules of the applicable Board, may be made by any person. The causes for disciplinary action are provided in accordance with the Nurse Practice Act and the rules of the applicable Board.
- Contractor shall give notice to each facility in the event that a finding has been placed on Louisiana's Certified Nursing Assistant Registry that a dedicated CNA staff member has committed abuse, neglect, mistreatment or misappropriation of property.

Monitoring Plan:

- The designated contract monitor at each facility shall oversee the performance of contracted staff.
- Performance will be assessed by direct observation of clinical performance, reviewing complaints and reviewing completeness of chart documentation such as medication administration, monthly progress notes, physical assessment, group notes, treatment planning, and reviewing attendance records.

Liquidated Damages:

In the event the Contractor fails to meet the performance standards specified within the contract, the liquidated damages defined below may be assessed by each facility. If assessed, the liquidated damages will be used to reduce the Department's payments to the Contractor or if the liquidated damages exceed amounts due from the Department, the Contractor will be required to make cash payments for the amount in excess. The Department may also delay the assessment of liquidated damages if it is in the best interest of the Department to do so. The Department will give notice to the Contractor of a failure to meet performance standards, and the Contractor will be given a reasonable opportunity to remedy the deficiency; if the Contractor subsequently fails to remedy the deficiency to the satisfaction of the Department, LDH may apply the assessment of liquidated damages, even following contract termination.

- a. Failure to comply with any of the operations requirements or staffing requirements set forth herein - five hundred dollars (\$500) per occurrence.
- b. Failure to timely fulfill a request for an RN, LPN or CNA to work at the designated facility - five hundred dollars (\$500) per occurrence.

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- c.** Late submission of invoices beginning ten (10) business days after the stated due date – fifty dollars (\$50) per working day per invoice.
- d.** Any work performed by a Contractor provided RN, LPN or CNA that fails to meet the applicable legal standards of nursing practice and results in harm or damage to a patient or to the facility's health care or other operations – five hundred dollars (\$500) per occurrence.