

Attachment B – Specifications

Rfx 3000021352 Supplemental Temporary Nursing Services - SW

The purpose of this solicitation is to establish Supplemental Statewide Contract(s) to provide Temporary Nursing Services for the State of Louisiana, in accordance with the specifications and conditions set forth herein.

Contracts are necessary to provide qualified Registered Nurse (RN), Licensed Practical Nurse (LPN), and Certified Nursing Assistant (CNA) staff 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 agencies.

SCOPE OF WORK

The Contractor shall provide the following:

RNs, LPNs and CNAs licensed or certified by the State of Louisiana to fill specified supplemental nursing staffing needs. Required nursing services can be performed by one (1) or multiple nurses per week as required to meet the staffing demand.

- The Contractor shall provide supplemental nursing staff to the agencies as needed for quality nursing care.
- The Contractor must provide qualified nursing staff in sufficient quantity to meet the clinical needs of 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 facility, the standards of professional practice, regulatory agencies and applicable Louisiana laws and rules regulating RNs, LPNs and CNAs.
- The Contractor must be able to provide services throughout the entire State of Louisiana.

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 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 facilities will approve/accept nursing personnel submitted by Contractor. Contractor shall provide a list of qualified nursing staff within seven (7) calendar days of facilities' request.

- Contractor shall 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) assigned by designated facility.

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- 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
 - 6) Verification of current Tuberculosis Skin Test (TBST); and
 - 7) Age specific skill checklist and testing.
- Contractor personnel must schedule and complete the facility specific orientation program before accepting a clinical assignment.

The State will require up to forty-eight (48) hours of orientation for all nurses who begin assignment if required by the facility. 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 a Registered Nurse, Licensed Practical Nurse or Certified Nursing Assistant.
- The Contractor must employ sufficient staffing and utilize appropriate resources to achieve contractual compliance.
- A criminal background check will be performed on all Contractors who have access to electronic protected health information on Medicaid applicants and recipients. The Contractor shall, upon request, provide the facility 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 the contract
- **Registered Nurse 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) Must have at least one (1) year of experience in a hospital, clinic, or twenty-four (24) hour psychiatric facility setting.
- **Licensed Practical Nurse 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) Must have at least one (1) year of experience in a hospital, clinic, or twenty-four (24) hour psychiatric facility setting.
- **Certified Nursing Assistant 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) Must have at least one (1) year of experience in a hospital, clinic, or twenty-four (24) hour psychiatric facility setting.

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Reporting/Record Keeping Requirements:

The Contractor shall:

- Submit itemized (calendar) monthly invoices by the tenth (10th) business day of each month.
- Ensure that personnel complete an agency approved sign-in/sign-out sheets during work at the facility, which shall be maintained by the Director of Nursing or designated person for each facility.
- 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 available upon request by the facility.
- The Contractor shall electronically provide Director of Nursing or designated person with a monthly report of all complaints, 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 the facility at the 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, reviewing

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completeness of chart documentation such as medication administration, monthly progress notes, physical assessment, group notes, treatment planning, and reviewing attendance records.

Contractor Employer Role:

The Contractor shall be the primary Contractor of the temporary staffing service. The State is not a co-employer of employees of the Contractor. The Contractor will act as an independent Contractor conducting business with the State and as such will comply with all federal, state, and local laws regarding working conditions, hours of employment, overtime regulations, and methods of payment. All work shall be performed in compliance with all applicable federal, state, and local laws, codes and regulations.

Any staff provided by the Contractor shall NOT be entitled to participate in any of the employee benefit plans of the State, including retirement, deferred compensation, insurance, paid leave and holidays, and other similar plans, programs and agreements, whether reduced to writing or not. Any benefits accruing to the temporary staffing shall be the responsibility of the temporary staffing service Contractor.

Subcontracting:

The services provided to accomplish the requirements of the contract shall be under the control, management, and supervision of the Contractor, unless otherwise stated. Should the Contractor enter into subcontracts with third parties for the performance of any part of the contract, in no event shall the existence of a subcontract operate to release or reduce the liability of the Contractor for any breach of performance required herein.

Staff Credentialing:

Contractor shall provide temporary personnel that are qualified and competent to perform the functions of the assignment in accordance with the job descriptions identified herein; and, who have appropriate credentials for the assignment. The Contractor must pre-screen and verify credentials of staff, where appropriate, to ensure that the Contractor refers only those individuals who have the education and experience for the assignment(s) requested.