

STATEMENT OF WORK

Breathing-Stretching-Relaxation Yoga Program Management

1. **Introduction:** The purpose of this Statement of Work (SOW) is to outline the tasks and responsibilities of the Contractor in supplying Breathing-Stretching-Relaxation (BSR Yoga) Program Manager services for VA Greater Los Angeles Healthcare System (VAGLAHS) Patient Centered Care (PCC) located at 11301 Wilshire Blvd, Los Angeles, CA 90073.
2. **Scope:** BSR Yoga uses simple physical postures and breathing exercises to help participants feel a connection and balance between body and mind. VAGLAHS is seeking an individual experienced in delivering BSR Yoga to Veterans and staff to manage the rollout to twelve sites. The scope of this project includes delivering BSR training and mentoring to new BSR staff, VA clinic set up, and data collection in patient electronic medical record, program management, and coordinating with Medical Media to develop training guides, resource materials, and videos. The scope also includes communication with clinic management at twelve sites, training via video conference to distant sites, and supporting technical program questions from National VA sites. The Contractor shall furnish all necessary labor, personnel, equipment, management and skills to complete the requirements of this Statement of Work.
3. **Specific Tasks:** Services will include, but are not limited to:
 - a. Manage the BSR Yoga program
 - i. Improve existing and establish additional BSR Yoga procedural guidelines as needed:
 - Continually improve existing written resources (e.g. teaching protocols, yoga props cleaning procedures)
 - Drive completion and approval of the GLA-wide BSR Standard Operation Procedures (SOP).
 - ii. Establish reporting procedures (class attendance data, comments on class effectiveness, etc):
 - Design and test approaches to establish efficient, regular periodic outcome measurement reporting that is outside of electronic medical records
 - Keep electronic Computerized Patient Medical Records (CPRS) up to date, clinic set-up procedures for BSR Yoga and improve the BSR “Quick Start” (process to request a new class—quickly) form for capturing needed information as it becomes better understood.
 - Track the number of students attending, the number of times each patient is attending and work to improve attendance among the population who has not. Improve adoption of BSR Yoga encounters and workload reporting methods as established through CPRS.
 - iii. Launch BSR Toolkit materials online and support program export nationwide:
 - Make existing BSR Toolkit materials available to a wide audience through hands-on creation and maintenance of the GLA BSR Yoga Sharepoint

page and through coordination with national PCC site portal navigation resources

- Through relationships with BSR Toolkit material reviewers, provide timely mentoring to support their BSR implementation as well as plan and prioritize delivery of additional content (e.g. practice videos).

iv. Conduct ongoing outreach:

- Identify, prioritize and plan at a minimum, 5 outreach efforts for a wide range of Veterans (e.g. events), caregivers (e.g. waiting rooms), and staff (e.g. NEO, in-service meetings) to personally experience the benefits of BSR Yoga for their well-being as well as to recommend to others
- Grow existing relationships with GLA researchers (e.g. endocrinology, oncology, mental health) to build clinical research evidence on BSR Yoga effectiveness.
- Proactively seek a variety of communication opportunities and coordinate with Public Affairs (e.g. BSR Sharepoint page, BSR Veteran testimonial in GLA Annual Report).

v. Deliver actionable BSR program plan updates to periodic PCC department meetings, monthly:

- Maintain activities list and verify priority with PCC Chief
- Maintain and coordinate production schedules (e.g. Medical Media Requests)

b. Lead, train, mentor, schedule, and supervise BSR Yoga instructors

- i. Manage scheduling of PCC new-hire instructor, part-time employees, and volunteers, including needed resources (e.g. space, props).
- ii. Administer completion of the BSR Yoga Competency Checklist with instructors and maintain training compliance files.
- iii. Support recruiting and on-boarding of new volunteer instructors through completion of the Voluntary Services Position Description form.
- iv. Tailor and continuously improve existing BSR Yoga Train-The-Trainer (TTT) materials, and deliver those training sessions for staff as demanded approximately once a quarter rotating locations at West Los Angeles (WLA), Sepulveda Ambulatory Care Clinic (SACC), and other sites needed.
- v. Provide ongoing mentoring of instructors with at least quarterly one-on-one input meetings and teaching competency observation.
- vi. Research and, if feasible, plan the steps to maturing BSR Yoga TTT for staff to earn CEU credit

c. Develop and grow the schedule of BSR Yoga offered throughout GLA:

- i. Working together with BSR Yoga Staff, rebuild the class schedule, including capture of clinic/wellness class information using the BSR Yoga class “Quick Start” form.
- ii. As BSR instructor resources become available, reinstate BSR Yoga instruction to Veterans in previously served clinics such as Radiation Oncology, PTSD groups, Diabetes, Pain Management, combat and other recovery groups at the Domiciliary.

- iii. Reinstate BSR Yoga instruction to staff practice classes.
 - iv. Provide hands-on coordination necessary to starting new BSR classes, including specialty protocol development (e.g. BSR Yoga for smoking cessation), room scheduling and promotion of the new offerings
 - v. Deliver and promote a monthly calendar with class schedules.
- d. Expand BSR Yoga delivered to remote clinics via Clinical Video Telehealth (CVT)
- i. Instruct weekly BSR Yoga for Heart Health CVT clinic and continually improve that provided service.
 - ii. Conduct outreach to define, prioritize, plan (e.g. Telehealth Service Level Agreement which lists the contacts, program offered, class information for each of the 12 sites) and implement activities that expand the BSR for Heart Health and other BSR Yoga protocols to more GLA sites using CVT.
 - iii. Identify BSR Yoga instructor candidates for CVT, train in the BSR for Heart Health protocol and specifics to CVT.
 - iv. Manage BSR tools and yoga props inventory at the remote sites.
 - v. Support the program export as demanded by other VISNs, create a lessons learned summary presentation to communicate ways to improve.

4. **Breathing Stretching Relaxation Program Manager Schedule of Services:**

LINE ITEM	DESCRIPTION	QTY
1	Manage BSR Yoga Program: procedural compliance documentation, quarterly outcomes reports, documentation and tracking in electronic medical record; toolkit development and launch including producing resource guides, manuals, step-by-step how to for electronic medical records, and videos to share with other sites nationally. Producing training materials for VA staff. Developing staff policy and procedures in accordance with VHA guidelines such as safety, infection control, emergency preparedness, disaster preparedness	690 hours
2	Lead BSR Yoga Instructors: train new staff, weekly class internal scheduling, tailored Train-The-Trainer course delivery, individual instructor competency checklists	180 hours
3	Grow Scheduled BSR Yoga Class Offerings: class “Quick Start” forms, monthly promotional class schedule	90 hours
4	Expand BSR Yoga Through CVT: develop CVT program for expansion including technical training of staff, documenting additional Telehealth Service Level Agreements, communicate lessons learned and maintain consistent quality and implement Quality Improvement quick cycle monitoring (PDSA)	80 hours

5. **Period of Performance:** The period of performance will be one year from the date of contact award.

6. **Authorized Services:** Only those services specified herein are authorized. Before performing any service of non-contract nature, the Contractor shall advise the Contracting Officer of the reason(s) for the additional work. Changes to the resulting contract are not authorized and reimbursement shall not be made for services performed outside the scope of this contract, unless prior authorization is obtained in writing from the Contracting Officer.
7. **Contractor Point of Contact:** The Contractor shall assign a Point of Contact (POC) for the purpose of ensuring compliance with all provisions of this contract and who shall be responsible for administration and clinical matters in the performance of services under this contract. The POC shall have full authority to act for the Contractor on all matters relating to the daily performance of this contract.

Point of Contact, Name: _____

Telephone Number: _____

Alternate Point of Contact, Name: _____

Telephone Number: _____

The POC shall be available by telephone Monday through Friday, between 8:00 a.m. to 4:30 p.m. excluding National holidays.

8. **Arrangement for Replacement of Staff:** The Contractor shall provide scheduled services throughout the contract period. In the event of absence of Contractor personnel for any reason, the Contractor shall bear the responsibility of providing replacement personnel that meet the requirements of Paragraph 16 of this Statement of Work to provide the scheduled services.
9. **Contracting Officer's Representative (COR):** Delegation of Authority letters shall be forwarded to the using service and the Contractor after agreement has been signed, identifying the individual(s) as the COR(s). No service shall be provided without the approval of the COR or his/her designee of this contract. The Contractor shall not accept any instructions issued by any other person(s) other than the Contracting Officer or his/her delegated representative acting within the limits of his/her authority.
10. **Reporting:**
 - a. Work to be completed in support of the services required on this contract shall be completed at a designated location at VAGLAHS. The Contractor is required to report to Natalie Wherry (COR) prior to starting performance of any work in support of this contract. In the event that services will be performed on a certain date at a location other than the one designated above, this will be coordinated in advance with the COR.
 - b. The Contractor will document the services rendered on a Weekly Time Card, and submit to the COR, and submitted bi-weekly. The COR will

review the work completed to ensure accuracy of the information and to validate that work is being completed sufficiently in accordance with this Statement of Work.

- c. At a minimum, the Time Sheet shall contain a detailed description of services performed in support of the requirements of this SOW, including the number of hours performed while completing the tasks and how they were allocated.
- d. NOTE: PAYMENT OF INVOICES MAY BE DELAYED IF THE APPROPRIATE REPORTS ARE NOT COMPLETED PROPERLY AND ARE NOT SUBMITTED TO THE COR OR THEIR DESIGNEE AS REQUIRED ABOVE.

11. **Acceptable Level of Performance:** Contract compliance and payments shall be determined based on performance of service and shall be monitored by the Contracting Officer's Technical Representative (COR). Monthly performance reviews shall be conducted to document if patient care requirements comply with the specifications in this contract. Contractor shall only be paid if reviews reveal that the Contractor has complied with the specifications of this contract and the minimum requirements have been met. Performance and compliance reviews shall be validated by a PCC coordinator and/or COR notes attached to invoices for payment.

12. **Monitoring Procedures:** The COR shall be responsible for monitoring the Contractor's performance, by feedback from clinicians, review of services rendered reports, observation by the PCC program coordinator and monitoring acceptable performance levels in accordance with the Quality Assurance Surveillance Plan (QASP). The COR shall also be responsible for certifying all invoices. Final services shall be evaluated by the COR and PCC Program Manager utilizing a multifaceted approach.

13. **Changes:** The Contractor is advised that only the Contracting Officer, acting within the scope of the contract has the authority to make changes which affect the contract in terms of quality, quantity, price or delivery. In the event the Contractor effects any such change at the direction of any person other than the Contracting Officer, the change shall be considered to have been made without authority and no adjustment shall be made in the contract price to cover any increase in costs incurred as a result thereof.

14. **Contractor's Responsibilities:**

- a. The Contractor shall maintain personal liability and property damage insurance prescribed by the laws of the Federal Government. He/she shall take all precautions necessary to protect persons and property from injury or damage during the performance of this contract. He/she shall be responsible for any injury to himself/herself, his/her employees, or others, as well as for any damage to personal or public property that occurs during the performance of this contract that is caused by him/her or his/her employees fault or negligence.

- b. The Contractor shall comply with all VA safety standards, manufacturers/industry standards, FDA, OSHA, TJC and the latest edition of NFPA-99.

15. **Contractor Submittals/Insurance Requirements:** The Contractor shall be required to provide copies of the following:

- a. The Contractor is required to comply with Federal and State Workers Compensation and liability insurance. Reference FAR clause 52.228-5-Insurance and Subpart 28.307-2-Liability.
- b. Within 15 days of the awarded contract, the Contractor shall furnish to the Contracting Officer certification from his/her insurance company indicating that the coverage has been obtained and that it may not be changed or cancelled without guaranteed thirty (30) day notice to the Contracting Officer. New certifications shall be furnished prior to the expiration date.

16. **Personnel Qualifications/Experience Criteria:** The BSR Program Manager that the vendor proposes to have complete the work required under this Statement of Work, shall have the following qualifications, at a minimum:

- a. Shall have vast program management experience that is comparable to the program management requirements paragraph 3(a) of this Statement of Work.
- b. Shall have experience instructing **BSR Yoga** that includes experience with training other trainers in BSR practices.
- c. Shall have experience applying a therapeutic approach to yoga in a medical setting.
- d. Shall be experienced in using and contributing to CPRS medical records.
- e. Shall be fully qualified and certified to teach Yoga.

17. **Smoking Policy:** Smoking is not permitted within or around the VA, except in designated areas.

18. **Safety and Fire Prevention:** In the performance of this contract, the Contractor shall take such safety precautions as necessary to protect the lives and health of the occupants of the building. Fire and safety deficiencies, which exist and are part of the responsibility of the Contractor, shall be immediately corrected. If the Contractor fails or refuses to correct deficiencies promptly, the COR may issue an order stopping all, or any part, of the work. The Contractor shall comply with applicable Federal, State, and local safety and fire regulations and codes, which are in effect during the performance period of the contract. The Contractor personnel shall follow applicable facility policies concerning fire/disaster programs.

19. **Cellular Phones:** Cellular phones shall be turned off prior to entering the VA facility and are prohibited for use inside the building, unless approved by the COR.

20. **VA Policy:** Possession of weapons is prohibited. Enclosed containers, including tool

kits, are subject to search. Violations of VA regulations may result in citations answerable in the United States (Federal) District Court.

21. **Badges and Parking:**

- a. All Contractor personnel are required to wear identification (I. D.) badges issued by the VA HR Security Office during the entire time they are on the VA grounds or Vendor ID Badges noting the Company Name, Personnel Name, and Photo of the Contractor personnel.
- b. It is the responsibility of the Contractor's personnel to park in the appropriate designated parking areas. Parking information is available from the individual VA Healthcare System Police Station. VAGLAHS shall not validate or make reimbursement for parking violations of the Contractor's personnel under any circumstance.

22. **Contractor Personnel:**

- a. Contractor personnel shall be required to speak fluently and comprehend the English language.
- b. The Contractor shall ensure that the BSR Program Manager assigned shall be cognizant of the VA's sexual harassment and drug-free workplace policies. The Contractor may obtain a copy of this information from the Human Resources Department via the COR.

23. **Overtime and Holidays:** Any overtime and/or holiday pay that the Contractor's employee may be entitled to, shall be the sole responsibility of the Contractor and shall not be billed to nor reimbursed by the Government.

24. **Hours of Service:** The Contractor shall perform the services onsite Monday through Friday, with the exception of National holidays (see below), between the hours of 8am to 4:30pm.

25. **National Holidays:** The Contractor is not required to provide service on the following National holidays, nor will the Contractor be paid for these holidays.

The following National holidays are observed by the Federal Government:

New Year's Day	January 1 st
Martin Luther King's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4 th
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	November 11 th
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25 th

(End of SOW)