

**Performance Work Statement**  
**Commission on Accreditation of Rehabilitation Facilities (CARF) Consultant**  
**VA Palo Alto Health Care System**

**Part 1: General Information**

1.1 General: This is a non-personal services contract to provide CARF Consultant services. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

1.2 Background: The Commission on Accreditation of Rehabilitation Facilities, CARF International, is an independent, nonprofit accreditor of health and human services. CARF accreditation is highly recognized and sought after for its attainment, which identifies a provider's commitment to continuously improve service quality and to focus on the persons served. CARF International establishes standards for programs in Behavioral Health, Opioid Treatment Programs, Employment and Community Services, Vision Rehabilitation, Medical Rehabilitation, Business and Services Management Networks, Aging Services, Continuing Care Retirement Communities and other health and human services. The VA Palo Alto Health Care System (VAPAHCS) seeks accreditation from CARF International for all rehabilitation and residential treatment/service programs, many of which are mandated by the Department of Veterans Affairs, Veterans Health Administration.

This contract serves to comprehensively cover the organization's needs in preparing all Rehabilitation, Behavioral Health, Employment and Community Services, Medical Rehabilitation, Vision Rehabilitation Services, and Residential Programs at VAPAHCS for achieving and maintaining CARF International accreditation standards, and ensuring that these programs maintain a state of continuous CARF International accreditation readiness. The following is a list of the programs that this contract will cover:

**Mental Health Residential Rehabilitation Treatment Programs (MHR RTP)**

- Domiciliary: First Step (FS), Homeless Veterans' Reintegration Program (HVRP)
- Trauma Recovery Program (TRP): Men's (MTRP) and Women's (WTRP)
- Substance Abuse RTP: Foundations of Recovery (FOR)

**Mental Health Day Treatment Program:**

- Psychosocial Rehabilitation and Recovery Programs (PRCC): Veterans Recovery Center (VRC)

**Mental Health Homeless Programs**

- Healthcare for Homeless Veterans (HCHV)
- Department of Housing and Urban Development/Department of Veterans Affairs Supportive Housing (HUD/VASH)
- Grant and Per Diem (GPD)

- Compensated Work Therapy (CWT)

#### Rehabilitation

- Medical Rehabilitation
- Comprehensive Integrated Inpatient Rehabilitation
- Brain Injury Continuum of Care:
- Polytrauma/Transitional Rehabilitation: Inpatient Hospital, Adults; Inpatient Hospital, Brain Injury, Adults; Interdisciplinary Outpatient Rehabilitation Programs, Hospital, Brain Injury, Adults; Residential Rehabilitation Programs, Hospital, Brain Injury, Adults
- Amputation Specialty
- Stroke Specialty
- Spinal Cord Injury (SCI)
- Western Blind Rehabilitation Center (WBRC)

1.3 Description of Services/Introduction: The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to provide **CARF Consultant** services as defined in this Performance Work Statement. The contractor shall perform to the standards in this contract.

#### 1.4 Period of Performance:

Base Year:	October 1, 2016 August 31, 2017 (11 months)
Option Year 1:	September 1, 2017 to August 31, 2018
Option Year 2:	September 1, 2018 to August 31, 2019

1.5 Place of Performance: Palo Alto Veterans Affairs Medical Center  
3801 Miranda Ave.  
Palo Alto, CA 94304

1.6 Hours of Operation: Work may include time outside of the traditional business hours, weekends, and government holidays.

1.7 Type of Contract: The government will award a Firm Fixed Price contract.

1.8 Contracting Officer Representative (COR): The COR will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to assure that the Contractor performs the technical requirements of the contract, perform inspections necessary in connection with contract performance, maintain written and oral communications with the Contractor concerning technical aspects of the contract, issue written interpretations of technical requirements, including Government drawings, designs, specifications, monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies, coordinate availability of government furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of

the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

1.9 **Invoicing:** All invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.

VA's Electronic Invoice Presentment and Payment System – The FSC uses a third-party contractor, Tungsten, to transition vendors from paper to electronic invoice submission. Please go to this website: <http://www.tungsten-network.com/US/en/veterans-affairs/> to begin submitting electronic invoices, free of charge.

More information on the VA Financial Services Center is available at <http://www.fsc.va.gov/einvoice.asp>.

Vendor e-Invoice Set-Up Information:

Please contact Tungsten at the phone number or email address listed below to begin submitting your electronic invoices to the VA Financial Services Center for payment processing, free of charge. If you have questions about the e-invoicing program or Tungsten, please contact the FSC at the phone number or email address listed below:

- Tungsten e-Invoice Setup Information: 1-877-489-6135
- Tungsten e-Invoice email: [VA.Registration@Tungsten-Network.com](mailto:VA.Registration@Tungsten-Network.com)
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: [vafscshd@va.gov](mailto:vafscshd@va.gov)

## **Part 2: Definitions & Acronyms**

### **2.1. Definitions:**

*Contractor.* A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

*Subcontractor.* One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

*Work Day.* The number of hours per day the Contractor provides services in accordance with the contract.

*Work Week.* Monday through Friday, unless specified otherwise.

## 2.2. Acronyms:

CARF	Commission on Accreditation of Rehabilitation Facilities
COR	Contracting Officer Representative
CWT	Compensated Work Therapy
FOR	Foundations of Recovery
FS	First Step
GPD	Grant and Per Diem
HCHV	Healthcare for Homeless Veterans
HUD/VASH	Department of Housing and Urban Development/Department of Veterans Affairs Supportive Housing
HVRP	Homeless Veterans' Reintegration Program
MHR RTP	Mental Health Residential Rehabilitation Treatment Programs
MTRP	Men's Trauma Recovery Program
PRCC	Psychosocial Rehabilitation and Recovery Programs
PRS	Performance Requirements Summary
PWS	Performance Work Statement
SCI	Spinal Cord Injury
TRP	Trauma Recovery Program
VA	Veterans Affairs
VAPAHCS	Veteran Affairs Palo Alto Health Care System
VHA	Veterans Health Administration
VRC	Veterans Recovery Center
WBRC	Western Blind Rehabilitation Center
WTRP	Women's Trauma Recovery Program

## **Part 3: Government Furnished Property, Equipment, and Services**

None

## **Part 4: Contractor Furnished Items and Services**

The Contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract.

## **Part 5: Specific Tasks**

5.1 The contractor shall provide comprehensive CARF preparation assistance and ongoing consultative support to all programs requiring CARF International accreditation. Preparation assistance towards survey readiness and support for assisting programs with maintaining systems and processes for ongoing CARF International accreditation readiness.

- A. Ongoing assessment of the various, diverse programs operations and documentation conformance to the appropriate CARF standards
- B. Satisfaction survey tool development; result tabulation and oversight of analysis
- C. Stakeholder survey tool development; result tabulation and oversight of analysis
- D. Stakeholder input tracking and analysis oversight
- E. Documentation identification
- F. Facilitation, documentation and analysis of safety drills
- G. Development and tracking of staff education/competencies
- H. Development, tracking and analysis of outcomes measures
- I. Development, tracking and oversight of performance improvement measures
- J. Oversight of Treatment Care Plans
- K. Travel to organization to conduct multiple site visits for CARF International conformance assessment, mock surveys, and on-site, face to face CARF 101, Introduction, orientation, type trainings. Attendees can be any VAPAHCS employee interested in learning about CARF International standards and requirements, in addition to staff in services or programs accredited by CARF.

5.2 Provide on-site training/education of the CARF standards to facilitate identification of variances between the standards and the current infrastructure and delivery of care within their specific program.

5.3 Conduct an on-site review of the requirements for written documentation and identify appropriate documentation within VAPAHCS and the programs. Ensure that documentation is in conformance with the CARF standards. The contractor must provide a written report that will include a comprehensive list of recommended changes to existing documentation and processes to increase conformance to the CARF International standards

### **5.4 On-site Assessment**

- A. The contractor must conduct a mock survey. The results of the survey will determine if the program is in compliance with the CARF standards.
- B. Provide an on-site assessment of the current process within the residential and rehabilitation programs as compared to the CARF standards (e.g., outcomes measurement and management, performance improvement, gathering input from persons served). Identify any variances and recommend changes to bring the process in conformance with the CARF standards.
- C. The contractor must discuss the results of the assessment with the staff. If changes are required, the contractor must explain why the reasons for documentation or process changes.

- D. Develop a comprehensive action plan, which must include target completion dates and identification of the individuals that will be responsible to implement the changes needed for CARF compliance.
- E. The contractor must assist the staff in the development documentation changes that are needed for CARF compliance and explain why the changes are needed.
- F. The contractor must perform site visits to ensure that implementation of the recommended changes have been implemented.

5.5 The contractor must keep the COR informed on a weekly basis of the progress throughout the performance of this contract. This may be accomplished through conference calls or emails to the COR.

5.6 Assist in the filing of the Intent to Survey and appropriate finalization of preparation processes.

5.7 Assist in the development and analysis of reports for monitoring and maintenance. This task will ultimately be performed by staff of the VAPAHCS, but assistance will be provided in data analysis and transformation of that analysis into reports for the CARF-accredited programs.

5.8 Conduct a needs/gap analysis with all CARF accredited programs to anticipate consultant and program needs annually. This will facilitate appropriate allocation of consultant resources.

5.9 Each program differs in length of time for accreditation status (see attachment 1). The contractor will provide assistance in assessing, identifying, and developing needed processes in each program to ensure that the programs meet and maintain CARF standards.

5.11 The contractor must provide the following information in their quote of the individual that will provide the consultation services:

- A. How long has the CARF consultant been a surveyor?
- B. Is the CARF consultant a current surveyor?
- C. What executive level / program level experience does the CARF consultant possess?
- D. How does the CARF consultant demonstrate knowledge of and experience with the CARF process?
- E. How much experience does the consultant have with the healthcare industry and the level of consulting experience in post-acute care?
- F. What experience does the CARF consultant in the following areas
  - 1) Comprehensive Integrated Inpatient Rehabilitation
  - 2) Brain Injury Continuum of Care
  - 3) Polytrauma/Comprehensive Rehabilitation/Transitional Rehabilitation
  - 4) Amputation Specialty
  - 5) Stroke Specialty
  - 6) Assistive Technology
  - 7) Spinal Cord Injury
  - 8) Blind Rehabilitation
  - 9) Mental Health Residential Rehabilitation Treatment Programs
  - 10) Mental Health Day Treatment Programs

11) Mental Health Homeless Programs.

5.12 Performance Requirements Summary

<b>Performance Objective</b>	<b>Standard</b>	<b>Method of Surveillance</b>
Comprehensive CARF preparation assistance  See 5.1 of PWS	Assistance towards survey readiness and support for assisting programs with maintaining systems and processes for ongoing CARF International accreditation readiness.	Successful re-accreditation of the programs
On Site Training  See 5.2 of PWS	Training of the CARF standards to facilitate identification of variances between the standards and the current infrastructure and delivery of care.	Work performed will be verified in the report submitted to the COR
On-site Review of Documentation  See 5.3 of PWS	Ensure that documentation is in conformance with the CARF standards	Work performed will be verified in the report submitted to the COR
On-site Assessment  See 5.4 of PWS	Perform a mock survey, identify and variances from the CARF standard, develop an action plan to bring the programs in compliance	Work performed will be verified in the report submitted to the COR
Communication with the COR  See 5.5 of PWS	The contractor must keep the COR informed on a weekly basis of the progress throughout the contract	Weekly conference calls with the COR
Intent to Survey  See 5.6 of PWS	Assist in the filing of the Intent to Survey	Verified by the successful filing of the Intent to Survey
Monitoring & Maintenance  See 5.7 of PWS	Assist in the development and analysis of reports for monitoring and maintenance	Periodic surveillance from the COR
Needs/gap Analysis  See 5.8 of PWS	Conduct a needs/gap analysis with all CARF accredited programs to anticipate consultant and program needs annually	Periodic surveillance from the COR

On-going support  See 5.9 of PWS	Each program differs in length of time for accreditation status. The contractor will provide on-going assistance to ensure that the programs meet and maintain CARF standards	Periodic surveillance from the COR
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#### **Part 6: Attachment Listing**

Attachment 1 – VISN CARF Liaison Quarterly Activity and Status Report

Attachment 2 – Estimated Number of Hours and Sites Visits

Attachment 3 – Contractor Personnel Security Requirements

Attachment 4 – Quality Assurance Surveillance Plan

Attachment 5 – Past Performance Survey